

# Lewis & Clark Library System

## Plan of Service

Fiscal Year 2010-2011

### *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.
- Libraries and organizations that are not LCLS members may participate in continuing education and interlibrary loan for a fee.
- Compensation is being pursued during FY2010-11 from other organizations and libraries that are not members of an Illinois Library System.
- Libraries in the GateNet consortium (LLSAP) will pay an estimated total of \$581,086.00 in fees.
- Member libraries not part of the GateNet consortium will pay an estimated total of \$14,000.00 in fees to place holds directly into the database.
- The System reserves the right to charge cost-recovery fees.
- Charges may be instituted for delivery services beyond the basics that are supported by the Area & Per Capita Grant funding.
- LCLS will participate in cooperative programs as directed and funded by the Illinois State Library.
- **Priority will be given to *Goal C: Enhance resource sharing among LCLS members, specifically courier services and the LLSAP. Other goals will be addressed as finances allow.***

## Plan of Service 2010 – 2011

### Expectations

1. Focus on continuous improvement
2. Continually assess trends impacting libraries
3. Identify and implement added value for member libraries, as funds allow
4. Embrace transformation of System and library services
5. Ensure communication
6. Remain agile

### Assessment

1. Document results through monthly reporting structures
2. Highlight outcomes over outputs
3. Address tasks in the Annual Plan of Service

### **GOAL A: Support organizational stewardship and sustainability**

#### STRATEGIES:

1. Invest in the resources necessary to recruit and retain quality employees; update equipment; ensure System staff competence as responsibilities evolve
2. Evaluate programs and services to increase efficiency and effectiveness; assess policies and procedures and revise as appropriate
3. Research, identify, and implement supplemental funding sources for LCLS
4. Identify and implement methods of reducing costs
5. Innovate to proactively manage change

#### TARGETS AND TASKS

1. Envision and implement the future of regional multitype Library Systems
  - a. Share consulting expertise with and from other library systems
  - b. Closely collaborate with southern library systems to consolidate redundant services where possible
  - c. Develop a shared online presence for four southern systems (and others as warranted)
2. Provide staff training on new technologies and changing trends
  - a. Standardize LCLS workstation setup and configuration to reduce time spent troubleshooting
3. Pursue opportunities to adapt and strengthen the System's infrastructure
  - a. Use fiber-optic connections
4. Ensure the annual audit is part of the September 2010 board mailing
5. Produce financial balance sheets quarterly for managers and board
6. Pursue and market supplemental funding sources
  - a. Ensure development of sustainable revenue for illinoismap.info project as appropriate

- b. Implement Technology Support Project; consider offering this service to libraries in other systems
- c. Research generating income through other services maintained by the Technology Department
- d. Pursue any reasonable alternative revenue to ensure self-sustainability

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

STRATEGIES:

1. Provide relevant consulting to share discoveries and assist members in improving the effectiveness of library services
2. Increase the outreach of consulting
3. Support staff development of libraries through professional development programs and consulting services
4. Provide professional development beyond traditional delivery methods
5. Partner with educational organizations, consortia, and library organizations to enhance professional development opportunities
6. Share new information, ideas, and trends obtained via conferences, training, and the reading of professional and trade literature

TARGETS AND TASKS

1. Develop advocacy activity calendar with timelines so that legislators regularly receive library-related information
2. Incorporate the WebJunction Illinois Web conferencing product for membership training
3. Post to the Conduit blog or other appropriate tool information concerning new trends, professional development ideas, and other issues impacting library services
4. Electronically publish information of interest and importance to members of four southern systems and others as warranted
5. Contact members regularly to touch base, especially those members rarely in contact with LCLS staff
6. Continue offering courses to improve member experience and knowledge

**GOAL C: Enhance resource sharing among LCLS members**

STRATEGIES:

1. Provide courier services to deliver materials
2. Act as legal authority for the Local Library System Automation Project (LLSAP), known as GateNet
3. Investigate larger units of shared resources

TARGETS AND TASKS

1. Continue seeking efficiencies and best practices about resource sharing
2. Continue exploring and developing group discount offers for the members
3. Continue evaluating courier services for efficiency and effectiveness
4. Continue expanding the LLSAP capabilities
  - a. Implement automated remote backup
  - b. Establish barcoder certification classes
  - c. Create outcome measurements for GateNet training
  - d. Enhance training materials available on Web site
  - e. Develop and schedule Circulation Day for members

**GOAL D: Strengthen alliances and partnerships**

**STRATEGIES:**

1. Encourage member participation in System and statewide initiatives
2. Seek projects and/or funding with regional and/or statewide library implications
3. Pursue appropriate partnerships with non-library organizations to advocate the value of libraries
4. Share resources, expertise, and knowledge among members and with other regional multitype Library Systems
5. Represent the System and members in regional, state and national library and policy forums

**TARGETS AND TASKS**

1. Partner with other Library Systems to create core courses for continuing education
2. Develop relationships with local media
3. Share expertise with other System staff who have similar responsibilities
4. Continue using the Participation Survey results to encourage member participation
5. Develop relationships with legislators that benefit members
6. Share LCLS-developed instruction and programs with other Library Systems; offer other Systems' programs and instruction at LCLS
7. Focus efforts regionally in building relationships benefiting libraries
8. Continue consultant representation in regional and state organizations

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