

NOTICE TO THE LCLS BOARD OF DIRECTORS

The regular monthly meeting
of the
Lewis & Clark Library System
Board of Directors
will be held on:

Tuesday, March 15, 2011
6:00 p.m.
Lewis & Clark Library System
6725 Goshen Road
Edwardsville, IL 62025
(618) 656-3216

AGENDA

**Lewis & Clark Library System
Regular Board Meeting
Tuesday, March 15, 2011– 6:00 p.m.
System Headquarters**

I. Opening of Meeting

- A. Call to Order
- B. Roll Call
- C. Introduction of observers and staff members

II. Open Forum

Audience note: If you desire to speak to the Board, please read and complete the Open Forum sheet provided at the sign-in table and give it to the Board Secretary. Guests will be allowed up to 15 minutes discussion time.

III. Consent Agenda

All items listed under Consent Agenda are considered routine by the Board and will be enacted by one motion. Detailed information on all items is included in this meeting packet. There will be no separate discussion of these items unless a Board member so requests, in which event the item will be removed from the consent agenda for discussion.

- A. Approve the minutes of the February 15, 2011, regular Board meeting
- B. Approve the February 2011 financial statements and reports
- C. Approve the February 2011 Bill List in the amount of \$99,409.62

IV. Communications

V. Reports

- A. Officers
 - 1. President – Linda McDonnell

AGENDA
March 15, 2011

- a) Southern System Planning
2. Vice-President – Ron Coleman
 - a) Closed Meeting Minutes

- B. Committees

- C. Executive Director – Leslie Bednar
 1. Administrative/Fiscal Topics
 - a) Financial Situation
 - b) Real Estate
 - c) Tornado Damage
 2. Board Relations
 - a) Merger Meetings Update
 - b) Action Items from Planning Panel regarding the following:
 - Delivery Standards
 - Resource Sharing Plan
 - Strategic Plan
 3. Planning
 - a) FY2012 System Area and Per Capita Grant Application
 - b) Technology Report – Nicholas Bennyhoff
 4. Membership Relations
 - a) GateNet Report – Leslie Bednar
 - b) LAC Report – Leslie Bednar
 5. Personnel Development
 - a) Staff Issues
 6. Community and Organizational Involvement
 - a) Illinois Library System Directors Organization (ILSDO)
 - b) Illinois State Library committee(s)/program(s) work
 - c) Illinois library associations work (ILA, ISLMA, etc.)
 - d) Other
 7. Miscellaneous

- D. Illinois State Library Consultant – Vandella Brown

VI. Announcements

VII. Adjournment

**Lewis & Clark Library System
Board Meeting Minutes
February 15, 2011
LCLS Headquarters**

Summary of Selected Motions

Agenda Item	Motion	Result
III.	<p>Approve the February 15, 2011, Consent Agenda:</p> <p>A. Approve the minutes of the December 21, 2010, special Board meeting and the minutes of the January 18, 2011, regular Board meeting</p> <p>B. Approve the December 2010 financial statements and reports and the January 2011 financial statements and reports</p> <p>C. Approve the December 2010 Bill List in the amount of \$53,145.01 and the January 2011 Bill List in the amount of \$128,060.71.</p>	Roll call – approved
V.C.1.c	<p>Declare items fully depreciated, surplus, and available for sale</p> <p>9 laptops (7 functional, 2 non-functional)</p> <p>1 desktop computer</p> <p>6 sets of computer speakers (4 functional, 2 non-functional)</p> <p>3 Computer subwoofers</p> <p>6 PS/2 mice (5 functional, 1 non-functional)</p> <p>5 PS/2 keyboards</p> <p>1 PS/2 keyboard with mousepad and tray</p> <p>3 Rolling Hanging File Carts</p> <p>1 Rolling Printer Stand.</p>	Roll call – approved
V.C.2.b	<p>Approve and adopt the Intergovernmental Agreement between the Lewis & Clark Library System, Lincoln Trail Libraries System, Rolling Prairie Library System, and the Shawnee Library System.</p>	Roll call - approved
V.C.2.b	<p>Recommend the following members to serve on the Transition Board of Directors of the new System</p> <ul style="list-style-type: none"> • James Fenton • Betsy Mahoney • Linda McDonnell • JoAnn Nabe • Diane Steele 	Roll call – approved

V.C.2.b	<p>Resolve to recommend all current members of Systems be continued in their current membership status until such time that the boards of both the northern and southern Systems can establish uniform membership criteria. This recommendation is based on the following rationale:</p> <ul style="list-style-type: none"> • The funding: EAV (Equalized Assessed Valuation) is not valid due to the inequities of local assessors. • Tax caps, which limit the amount of funds in some districts, have not been considered. • Educational requirements: The proposed membership requirements exceed ISBE requirements for schools (which require 1 media specialist per district, not per school). • The MLS expectation may not be appropriate for certain communities. • It is premature to set continuing education requirements prior to determining what funding is available for provision of continuing educational opportunities. <p>We hope that the new membership criteria will be more inclusive rather than exclusive, particularly during these difficult economic times.</p>	Roll call – approved
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I. Opening of Meeting

A. Call to Order

Ms. McDonnell, President, presided and called the meeting to order at 6:02 p.m.

B. Roll Call

Members present:

Mr. James Fenton	Public Library Trustee Member at Large
Ms. Linda McDonnell	Public Library Trustee Over 15,000 Population
Ms. Betsy Mahoney	Library Representative at Large
Ms. Susan Mendelsohn	Public Library Trustee Under 15,000 Population
Ms. Annette Mills	School Library Representative
Ms. JoAnn Nabe	Public Library Trustee Member at Large
Ms. Diane Steele	Public Library Representative
Ms. Carol Stookey	Academic/Special Library Representative

Members absent:

Mr. Ronald Coleman Public Library Trustee Member at Large

Others present:

Ms. Leslie Bednar LCLS Executive Director/GateNet Manager
Ms. Julia Pernicka LCLS Executive Assistant
Mr. Nicholas Bennyhoff LCLS Technology Development Manager
Ms. Juliette Douglas LCLS Business Manager
Ms. Mary Hemmer LCLS Accountant

C. Introduction of Observers and Staff Members

Ms. Bednar introduced the staff members and observers.

II. Open Forum – None

III. Consent Agenda

A motion was made by Mr. Fenton, seconded by Ms. Steele, to:

Approve the February 15, 2011, Consent Agenda:

- A. Approve the minutes of the December 21, 2010, special Board meeting and the minutes of the January 18, 2011, regular Board meeting**
- B. Approve the December 2010 financial statements and reports and the January 2011 financial statements and reports**
- C. Approve the December 2010 Bill List in the amount of \$53,145.01 and the January 2011 Bill List in the amount of \$128,060.71.**

A roll call vote was taken.

Mr. Ronald Coleman	Absent	Ms. Annette Mills	Yes
Mr. Jim Fenton	Yes	Ms. JoAnn Nabe	Yes
Ms. Betsy Mahoney	Yes	Ms. Diane Steele	Yes
Ms. Linda McDonnell	Yes	Ms. Carol Stookey	Yes
Ms. Susan Mendelsohn	Yes		

Motion carried.

IV. Communications

Ms. Bednar shared several items with the Board:

- An article from the *Illinois Library Association* newsletter, “Vandella Brown Inducted as Illinois Library Luminary.” Congratulations Vandella!
- An article forwarded from Robert Doyle, ILA, “Let Them Eat Cake Attitude Threatens to Destroy a Network of Public Assets.”

- An article from *LibraryJournal.com*, “*Libraries in Illinois Rethink Key Statewide Infrastructure.*”
- An article from *bnb.com*, “Kindle runs afoul of O’Fallon school policy banning electronic devices.”
- An article from *examiner.com*, “All Four Central and Southern Illinois Regional Library Systems to Merge.”

V. Reports

A. Officers

1. President – Linda McDonnell
 - a) Southern System Planning – Ms. McDonnell updated the Board on the Southern System Planning Panel meeting on February 10. Board members serving on the panel gave committee reports.
2. Vice-President – Ronald Coleman
 - a) Closed Meeting Minutes – This will be moved to the March Board meeting.

B. Committees – no reports.

C. Executive Director – Leslie Bednar

1. Administrative/Fiscal Topics
 - a) Financial Situation – Ms. Douglas distributed and discussed a modified Cash Flow Report.
 - b) Real Estate – Ms. Douglas reported there is no update. There will be a second appraisal on the building next month.
 - b) Declare items surplus and available for sale.

A motion was made by Ms. Mahoney, seconded by Ms. Mills, to:

Declare items fully depreciated, surplus, and available for sale

9 laptops (7 functional, 2 non-functional)

1 desktop computer

6 sets of computer speakers (4 functional, 2 non-functional)

3 Computer subwoofers

6 PS/2 mice (5 functional, 1 non-functional)

5 PS/2 keyboards

1 PS/2 keyboard with mousepad and tray

3 Rolling Hanging File Carts

1 Rolling Printer Stand.

A roll call vote was taken.

Mr. Ronald Coleman	Absent	Ms. Annette Mills	Yes
Mr. Jim Fenton	Yes	Ms. JoAnn Nabe	Yes
Ms. Betsy Mahoney	Yes	Ms. Diane Steele	Yes

Ms. Linda McDonnell	Yes	Ms. Carol Stookey	Yes
Ms. Susan Mendelsohn	Yes		

Motion carried.

2. Board Relations

- a) LCLS dissolution activities – Ms. Bednar reported that a letter has been sent to the Illinois State Library with documentation showing the Board actions to dissolve and merge the four systems.
- b) Merger Update Meeting – Ms. Bednar reported the next merger meeting will be February 25-26 in Effingham. A packet with several documents was distributed for review and discussion. Some documents required action and committee members would take comments back to the panel. Documents included:
 - Intergovernmental Agreement
 - Membership Criteria
 - Bylaws
 - Strategic Plan
 - Delivery Committee Recommendations

A motion was made by Ms. Stookey, seconded by Ms. Steele, to:

Approve and adopt the Intergovernmental Agreement between the Lewis & Clark Library System, Lincoln Trail Libraries System, Rolling Prairie Library System, and the Shawnee Library System.

A roll call vote was taken.

Mr. Ronald Coleman	Absent	Ms. Annette Mills	Yes
Mr. Jim Fenton	Yes	Ms. JoAnn Nabe	Yes
Ms. Betsy Mahoney	Yes	Ms. Diane Steele	Yes
Ms. Linda McDonnell	Yes	Ms. Carol Stookey	Yes
Ms. Susan Mendelsohn	Yes		

Motion carried.

A motion was made by Ms. Steele, seconded by Ms. Mills, to:

Recommend the following members to serve on the Transition Board of Directors of the new System

- **James Fenton**
- **Betsy Mahoney**
- **Linda McDonnell**
- **JoAnn Nabe**
- **Diane Steele**

A roll call vote was taken.

Mr. Ronald Coleman	Absent	Ms. Annette Mills	Yes
Mr. Jim Fenton	Yes	Ms. JoAnn Nabe	Yes
Ms. Betsy Mahoney	Yes	Ms. Diane Steele	Yes
Ms. Linda McDonnell	Yes	Ms. Carol Stookey	Yes
Ms. Susan Mendelsohn	Yes		

Motion carried.

A motion was made by Mr. Fenton, seconded by Ms. Nabe, to:

Resolve to recommend all current members of Systems be continued in their current membership status until such time that the boards of both the northern and southern Systems can establish uniform membership criteria. This recommendation is based on the following rationale:

- **The funding: EAV (Equalized Assessed Valuation) is not valid due to the inequities of local assessors.**
- **Tax caps, which limit the amount of funds in some districts, have not been considered.**
- **Educational requirements: The proposed membership requirements exceed ISBE requirements for schools (which require 1 media specialist per district, not per school).**
- **The MLS expectation may not be appropriate for certain communities.**
- **It is premature to set continuing education requirements prior to determining what funding is available for provision of continuing educational opportunities.**

We hope that the new membership criteria will be more inclusive rather than exclusive, particularly during these difficult economic times.

A roll call vote was taken.

Mr. Ronald Coleman	Absent	Ms. Annette Mills	Yes
Mr. Jim Fenton	Yes	Ms. JoAnn Nabe	Yes
Ms. Betsy Mahoney	Yes	Ms. Diane Steele	Yes
Ms. Linda McDonnell	Yes	Ms. Carol Stookey	Yes
Ms. Susan Mendelsohn	Yes		

Motion carried.

3. Planning
 - a) Technology Report – Mr. Bennyhoff reported he has been:
 - Preparing items for surplus.
 - Preparing for the Millennium upgrade, which was successful.
 - Working with Troy Brown on implementing the automatic backup.
 4. Membership Relations
 - a) GateNet Report – Ms. Bednar reported the automatic backup is now functional and a terrific time saver.
 - b) LAC – Ms. Bednar reported LAC discussed the proposed Membership Criteria. The next meeting will be March 10.
 5. Personnel Development
 - a) Staff Issues – Ms. Bednar reported two new cataloging assistants have been added to the CMC project. Joan Wang is full time and Jeanne Vahling is part-time.
 6. Community and Organizational Involvement
 - a) Illinois Library System Directors Organization (ILSDO) – no report.
 - b) Illinois State Library committee(s)/program(s) work – no report.
 - c) Illinois Library association work (ILA, ISLMA, etc.) – Ms. Bednar reported ILA received a \$100,000 federal LSTA grant from the Illinois State Library to research the most effective statewide service models for cooperative library services. Delivery is the first of five priorities in the report for the Future of Illinois Library Cooperation (FILC) report. The project will also look at shared catalogs, group purchasing, library and professional development, and advocacy and marketing.
 - d) Other – no report.
- D. Illinois State Library Consultant – The ISL Consultant Report was distributed.

VI. Announcements

None

VII. Adjournment

The meeting adjourned at 8:37 p.m.

Susan Mendelsohn

Lewis & Clark Library System Statistical Report FY 2010-2011

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	FY to Date
LLSAP													
Total LLSAP Circulation	344,586	328,057	336,549	323,723	318,183	274,627	323,741	295,968					2,545,434
Total Hours Available	744	744	720	744	720	744	744	672					5,832
Total Uptime	744	744	720	744	720	744	744	672					5,832
Total Patron Records	241,013	241,549	244,328	245,602	247,211	246,744	246,323	246,656					
Total Bib Records	754,193	755,218	757,283	756,598	756,183	755,685	757,338	756,555					
Total Holdings	2,342,629	2,342,375	2,348,480	2,349,149	2,350,177	2,347,996	2,345,373	2,341,832					
Total Training Events	6	3	3	7	6	4	3	11					43
Total Training Participants	71	5	29	27	16	10	44	18					220
Total Training Contact Hours	336	16	61	57	24	30	83	37					644
Continuing Education													
Total CE Events Held	8	5	3	5	5	3	6	4					39
Total CE Participants	66	24	24	70	21	11	75	14					305
Total CE Event Contact	388	63	174	15	29	23	233	42					967
Contacts													
Advisory Services Contacts	136	163	341	211	97	93	208	104					1,353
Customer Service Contacts	352	461	205	410	231	287	411	303					2,660
Total LD & CI Events*	4	4	8	6	8	6	6	6					48
Total LD & CI Participants*	88	62	149	114	137	85	107	81					823
Total LD & CI Contact Hours*	167	106	289	253	272	160	255	147					1,649
Total Communications	6,769	6,090	8,853	5,867	6,428	4,302	7,860	9,558					55,727
Total ISL Contacts						8	27	22					57
Total Non-member Contacts	144	112	152	154	164	197	149	146					1,218
Onsite Visits to Members	7	3	22	4	3	1	0	1					41
Delivery													
Total Miles Driven	15,889	15,659	15,254	14,371	14,782	13,815	11,659	11,942					113,371
Total Stops	1,149	874	1,092	1,042	956	1,038	897	821					7,869
Total Items Picked Up	91,712	96,745	97,246	94,572	92,935	79,580	63,977	86,879					703,646
Total Items Dropped Off	93,932	95,053	102,070	91,436	93,940	83,096	91,979	88,107					739,613
Resource Sharing													
Total ILL on LLSAP	43,605	46,048	50,363	47,660	46,460	41,370	49,444						324,950
ILL Outside LLSAP													0
Total Reference Questions													n/a
Total FirstSearch Searches	6,114	5,840	11,927	11,051	10,451	5,811	13,380	11,391					75,965
Total Reciprocal Borrowing	25,358	23,701	20,960	20,514	21,011	18,112	21,440	19,728					170,824
Other													
Total Video Conf. Events	2	2	1	1	0	0	1	0					7
Total VC Users	11	4	2	2	0	0	2	0					21
Total VC Contact Hours	5	5	12	9	0	0	5	0					36
Total Board Volunteer Hours	63	55	74	76	72	74	12	62					488
Total Web Site Visits	24,096	25,952	25,298	23,928	23,249	19,870	22,925	20,900					186,218

*LD & CI = Library Development & Continuous Improvement (Discussion Groups/SIGS)



Delivery Standards

Delivery Subcommittee report to the
Southern Systems Planning Panel
26 February, 2011

Recommendations to the Planning Panel, for approval by Planning Panel February 26, 2011

All points to be implemented in the short term (i.e. March-April, 2011):

Delivery based on volume

Libraries receive delivery at the frequencies below based on delivery statistics from FY2010. Each delivery supervisory has discretion to add 5th delivery day to alleviate workflow concerns. Alternative delivery methods include traditional delivery, mail, and other delivery provider.

400+ items dropped off/delivered per week	4 days
399-200 items dropped off/delivered per week	3 days
199-50 items dropped off/delivered per week	2 days
Less than 50 items dropped off/delivered per week	alternative delivery method

Delivery will occur at a single building for member agencies with multiple locations. The member will determine the appropriate building for delivery.

Alternative delivery methods

Alternative delivery methods include on call, and mail delivery with the system reimbursing the library for any postage costs.

Community Access Terminals (CATs)

Additionally, libraries have the option to collaborate with other libraries in their area to form a Community Access Terminal (CAT). *The advantage of CATs is that libraries may increase the delivery frequency for materials. CATs will have a single drop off/pickup location and the delivery frequency is based on the total delivery volume for all members of the CAT.*

CAT example:

--Library A has average weekly volume of 370 items, which would be 3 day/week delivery

--Library B has average weekly volume of 40 items, which would be alternative delivery method

--IF Library A and Library B determine to form a CAT, the CAT will receive delivery 4 days/week, based on the total average weekly combined volume.

CAT specifics:

- *The drop off/pickup location for any CAT is determined by the CAT members.*
- *Materials delivery to CATs will be in containers by library.*
- *CATs will be a one-year commitment, and System delivery staff will work with any interested member libraries to determine their overall delivery volume.*

Delivery on the Go (DOG)

All member libraries will pre-sort items by destination library and bundle them together based on guidelines from the System delivery departments. Items for destinations *along the library's route each day* will be pulled and labeled with easy identification for courier staff.

Access

All member libraries are to provide a drop off location in their building that is as close to the courier's point of entry as possible. System staff will identify those libraries who can improve delivery access, and executive directors will contact those particular member libraries.

All member libraries will provide building keys (and access codes, if necessary) if delivery occurs when the building is not open. It is the responsibility of the member library to indicate an alternate drop off point if the member library is unwilling or unable to provide a key to their building.

School libraries

Unless very high volume dictates otherwise, all school deliveries will occur at a single building within a school district. System staff will work with school library staff to determine the most logical drop off building. Due to safety concerns in school buildings, the drop off location will generally be the school office.

Statistics

All delivery departments will maintain daily delivery statistics indicating items dropped off, picked up, and DOG materials transported in delivery vans. Statistics will be gathered based on full and partial containers, and translated into total item counts.

Identification

All delivery personnel will be provided identification lanyards and appropriate garment (i.e. shirt, jacket). All vehicles will be identified with System name.

____ Library System Resource Sharing Plan

I. Overview

The ____ Library System operates with [the a](#)-primary mission of support for resource sharing. We believe that our library users should be able to get what they want on the terms that they choose without undue hurdles from the library community. Similarly, we believe that libraries should strive to improve accessibility to their local collections through a regional, statewide, or national database.

As libraries make their collections visible on a regional scale, they provide a local, statewide, even international resource delivery system model that combines the strengths of all participating libraries. Toward that end, the following principles embraced by the ____ Library System and its libraries are in place to encourage resource sharing and resource access. These services will enhance the role of libraries in the expanding information environment while maintaining the integrity of each institution's mandate and collections.

The following general statements apply to all policies:

- A. Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment is presented to the user.
- B. Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.
- C. Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.

Because libraries want to remain a center for providing the best information, we believe every institution must re-evaluate its service model in light of the above principles, revise its policies and workflow to meet the global resource sharing and delivery mandate, and expose its resources to more general discovery.

To further affirm the commitment of the ____ Library System, we affirm the [Rethinking Resource Sharing Manifesto](#).

II. Resource Sharing Policy

_____ LIBRARY SYSTEM

Introduction

The local library, whether public, school, academic, or special has the responsibility of locally meeting as many of its patrons' needs as feasible. However, for a variety of reasons, this may not always be possible. Properly used, resource sharing is an excellent method to help supplement the local library's collection. Reciprocal access, interlibrary loan, and reciprocal borrowing are all components of resource sharing. Reciprocal borrowing, interlibrary loan, and reciprocal access are not to be used as a substitution for the financial support and collection management of an individual library; they augment the provision of library services by the local library.

One point that must not be lost is that the library service of resource sharing is not free. Ultimately all residents of Illinois must share the cost. Residents who are not taxed for public library service will share the cost through nonresident fees.

This policy was developed to govern the practice of resource sharing within the _____ Library System. The policy supplements but does not supersede the ILLINET Interlibrary Loan Code, the ILLINET Online Library Resource Sharing Code, or the individual library's circulation policy. Statewide interlibrary loan is governed by the most recent version of the ILLINET Interlibrary Loan Code. This policy will address the areas of reciprocal borrowing, reciprocal access and interlibrary loan.

[State administrative rule \(23 IL ADC 3030.35 \(b\) requires participation in several kinds of resource sharing as a condition of full membership in a library system. All full member libraries must follow the ILLINET Interlibrary Loan Code. In addition, full member public libraries must provide reciprocal borrowing to resident patrons of other public libraries that are full members of the library system and shall also honor library cards issued to non-residents of the system area if the library does not opt out of the non-resident card program. Any changes to this system Resource Sharing policy are subject to prior approval of the State Librarian.](#)

Definitions:

Resource Sharing: Activities through which member libraries within the System cooperate in the sharing of resources and services with patrons or libraries entitled to library borrowing privileges. The concept of resource sharing includes, but is not limited to, interlibrary loan, reciprocal access, telephone reference, chat, or other forms of electronic transmission and reciprocal borrowing.

Multitype Reciprocal Borrowing: A voluntary plan for reciprocal borrowing privileges extended to cardholders of any group of System member libraries, which includes at least one nonpublic library.

Reciprocal Borrowing: ~~A program whereby a patron of a full member public library may borrow materials in person directly from any other participating public or nonpublic library without using interlibrary loan mechanisms. Developmental member libraries are not eligible for reciprocal borrowing. In reciprocal borrowing, the patron moves from library to library. The right of a person holding a valid library registration card from a full member public library or a library system, to borrow on site from all the other public libraries that are full members of the library system without using interlibrary loan mechanisms.~~ Nonpublic libraries are encouraged to allow reciprocal borrowing within their legal limits.

Reciprocal Access: Arrangement in which a library patron is allowed on-site access to the resources of another library. Materials do not leave the building. The public at large, under certain conditions, may be allowed use of nonpublic libraries' or nonpublic institutions' member libraries in the System. Access is provided either through open access during the library's open hours or by appointment upon referral by the librarian making the referral.

A. Reciprocal Borrowing

1. Responsibilities of All Member Libraries

- a) Provide accurate information to patrons on the reciprocal borrowing rules and procedures in the system.
- b) Issue library cards that meet the minimum guidelines for reciprocal borrowing, including an expiration date, the patron's name, unique borrower's number, and the name of the issuing library.
- c) Annually review its nonresident fee policy and report to the system the method adopted by the library to determine the local use nonresident fee, the amount of the fee, and the effective date of the fee.

2. Responsibilities of the Card Issuing/Home Library

- a) Assist with the retrieval of delinquent material borrowed by one of its registered patrons.
- b) Reimburse lending library for reciprocally borrowed items not returned by patrons. The reimbursement will be made within eight weeks of receipt of the bill from the lending library.
- 1) Upon receipt of a bill, the Card Issuing/Home Library will replace or reimburse the lending library for lost or damaged material not paid for by the reciprocal borrower, in a manner consistent with the lending library's policy.

- 2) If reimbursement is not made within three months of receipt of a bill, the lending library may contact the System for further action. Such action may include blocking reciprocal borrowing privileges at the lending library.
- c) A public library shall not sell a separate use card to residents who live in another legally established library service area.
- d) A public library may choose to sell a nonresident card. If a library chooses to sell nonresident cards, the cards shall be issued; and nonresident fees shall be calculated according to appropriate Illinois Statute and the Illinois Administrative Code. The purchase of this card enables the purchaser to have reciprocal borrowing privileges at other public libraries. Nonresident cards must be clearly marked "Nonresident."
- e) Provide a means for non-LLSAP libraries to notify member public libraries of patrons reported as delinquent.

3. Responsibilities of the Lending Library

- a) Lend to reciprocal borrowers all materials in any format, as generously as possible.
 - 1) A library is expected to provide 60% or more of local circulation to their cardholders. A library which experiences an imbalance as a net lender in reciprocal borrowing may restrict (but not terminate) reciprocal borrowing by the patrons of those libraries who have created a significant imbalance for the lending library. [Such restrictions shall not include the charging of any fee that is not also charged to the patrons of the lending library that has experienced an imbalance.](#)
 - 2) No library is expected to lend more than 15% of their total circulation to cardholders of another single library. A library which experiences an imbalance as a net borrower may request other libraries to limit (but not terminate) reciprocal borrowing to the library's patrons.
 - 3) The limiting library's Board of Trustees shall review any limits imposed on reciprocal borrowers at least annually to determine whether the conditions justifying such restrictions still pertain and the limits imposed remain fair and reasonable. Any restrictions imposed by a limiting library must be reported to the system for posting on the system website.
- b) Agrees to honor the delinquency thresholds of other system libraries and not circulate materials to delinquent patrons, whether a local patron or a patron of

Comment [e1]: Talk with Amy, Can this be resolved with local policy or problem resolution?

another library, until the delinquency is cleared. When in doubt, the library should contact the Card Issuing/Home Library for verification of the patron's status.

- c) Have a policy by which delinquent borrowers will be refused service until the borrower resolves the delinquency to the satisfaction of the lending library. A reciprocal borrower is subject to the same overdue, lost, or damaged material circulation policies as the lending library's patrons.
- d) Notify reciprocal borrowers of overdue materials in order to recover materials or collect payment directly from the patron and assist with the retrieval of delinquent material borrowed by one of its registered patrons if requested by the lending library.
- e) Card Issuing/Home Library will reimburse lending library for reciprocally borrowed items not returned by patrons. The reimbursement will be made within eight weeks of receipt of the bill from the lending library.
- f) Agree to extend intersystem reciprocal borrowing privileges to patrons with valid borrower's cards from Illinois public libraries outside the system, provided the library extends reciprocal [borrowing](#) privileges to card holders outside its library system.
- g) Maintain and report adequate statistics concerning reciprocal borrowing transactions as required by the appropriate governing body, the System and/or the Illinois State Library. LLSAP members maintain reciprocal borrowing statistics through their online catalog. Non-LLSAP public libraries will maintain reciprocal borrowing statistics locally.

4. Responsibilities of the System

- a) Designate a staff member to coordinate, monitor, and guide the reciprocal borrowing program.

~~b) Coordinate and share the collection of reciprocal borrowing statistics from member libraries.~~

~~b)c) _____ The system will provide problem resolution for libraries experiencing inequities in reciprocal borrowing.~~

~~c)d) _____ Monitor reciprocal borrowing use patterns.~~

~~d)e) _____ Distribute current state and system agency policies to member libraries.~~

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- | e)f) Mediate, through a grievance procedure, the reimbursement settlement between the lending and the home libraries.

5. Suspension of Reciprocal Borrowing Privileges

- a) The reciprocal borrowing privileges of a library's cardholders can be suspended for violation of the provisions of this policy.
- b) If an interpretation of this policy is at issue, the system will use the procedures of the membership grievance policy to clarify the intent of the policy.
- c) The system will notify all public libraries of any member library whose reciprocal borrowing privileges have been suspended.
- d) In case of disputes arising from the application of the suspension provisions of the Resource Sharing Policy, the procedures described in the System Grievance Policy will be used.

6. Accessing School, Academic, and Special Libraries through Reciprocal Borrowing

When regulations governing the nonpublic library allow, libraries are encouraged to permit reciprocal borrowing of items from their collection by either:

- a) Accepting valid public library cards.
- b) Issuing community patron cards as provided for by their local policies.
- c) Encourage the lending of all types of material to reciprocal borrowing patrons on the same basis as to local patrons.

B. Reciprocal Access

1. Responsibilities of the Library

- a) Provide information describing their local access requirements to the system.
- b) Encourage and inform patrons of the availability.
- c) Participate in the reciprocal access program by making its library resources available to patrons of other member libraries in the least restrictive way possible. Libraries may place reasonable restrictions on physical access to their facilities by patrons of other libraries.

- d) When regulations governing the nonpublic library allow, libraries are encouraged to permit on-site use of their collection by either:
 - 1) Open access anytime the library is open for use.
 - 2) Appointment made by the patron's Card Issuing/Home Library.
- e) Make available all nonproprietary, nonconfidential resources of the library for on-site use by reciprocal access patrons from other system libraries. If, for a valid reason, a library cannot provide on-site physical access to its nonproprietary, nonconfidential library resources, the library must submit a plan to provide functionally equivalent access to patrons of other system member libraries.
- f) Follow the standard procedures for referring patrons to other _____ member libraries, taking into consideration the access requirements of the library to which the patron is being referred.

2. Responsibilities of the System

- a) Collect and make available information describing local requirements of system libraries for on-site access.
- b) Provide a standardized means for referral of patrons.
- c) Monitor the reciprocal access program.

Additional Definitions:

Resident: A person residing in Illinois who has his or her principal residence within the territory of a public library service area.

Nonresident: An individual residing in Illinois who does not have his or her principal residence within the territory of a public library service area.

Nonresident Property Owner: A nonresident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the public library service area.

Resident Library Card (minimum requirements): Card should include the name of the resident, expiration date, and name and address of the issuing library.

Nonresident Library Card (minimum requirements): Card should include the name of the nonresident, expiration date, name and address of the issuing library, and the word "Nonresident". The nonresident library card shall be issued for 12 months.

Nonresident Property Owner Card (minimum requirements): Upon presentation of the most recent tax bill upon taxable property in a public library service area, the owner is issued a library card. Only one such nonresident card is issued for each parcel of taxable property. The card should include the name of the nonresident property owner, expiration date, and the name and address of the issuing library.

Closest Public Library: A participating public library that issues nonresident library cards. The factor for determining the closest public library for the nonresident shall be determined by the location of a participating public library.

Participating Public Library: A public library whose board of trustees authorizes the issuance of nonresident library cards.

Card Issuing/Home Library: the library that issues a resident or nonresident card to an Illinois citizen.

School District: An elementary, high school district or unit district.

System (Multitype): An organization of public and other types of libraries that enter into an agreement to provide any or all library services on a cooperative basis under the provisions of the Illinois Library System Act.

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Library System as defined in Illinois Library Compiled Statutes:

- (1) A multitype library system serving (i) a minimum of 150,000 inhabitants or (ii) an area of not less than 4,000 square miles and serving a minimum 10 or more public libraries, elementary and secondary school libraries, institutions of higher education libraries and special libraries.
- (2) A public library system consisting of a single public library serving a city of over \$500,000 population
- (3) A multitype library system that serves the same territory as a library system under subparagraph (2) of this definition that provides service to elementary and secondary school libraries, institutions of higher education libraries and special libraries.

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| ____ Library System Draft Resource Sharing Plan...February [2644](#), 2011

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III. Interlibrary Loan Policy

Introduction:

The ____ Library System encourages and supports interlibrary loan with training, delivery, and negotiated reciprocal access.

The System's interlibrary loan policy does not supersede the ILLINET Interlibrary Loan Code but extends and supplements the code. The ILLINET libraries of Illinois are governed by the latest edition of the ILLINET Interlibrary Loan Code in their basic interlibrary loan activity. A copy of the [ILLINET Interlibrary Loan Code](#) is posted on WebJunction Illinois under the resource sharing section.

Among ____ libraries, resource sharing and cooperation have long been seen as high priorities. ____ and its members are active participants in the ILLINET resource sharing network. ____ System members are committed to locating and facilitating the provision of material requested by patrons of an ILLINET member library, without assessing interlibrary loan fees, and with as few restraints as possible. The System recognizes the autonomy of the local library to decide whether to lend a specific item. However, interlibrary loan is based on mutual sharing between libraries.

Definition: Interlibrary loans are transactions in which library materials, or a copy of material, are made available from one library to another. An interlibrary loan is defined as a transaction in which the material moves from library to library. Interlibrary loan is the process by which:

- One library requests materials from another library
- Materials are sent and received between the libraries
- Patrons borrow and return those materials
- Materials are returned to the owning library

1. Responsibilities of All Libraries

- a) Each member library is encouraged to adopt an interlibrary loan policy and procedures specific to its library. Once adopted, the library's policy and procedure documents should be available to patrons.
- b) Any library patron in good standing should be eligible for interlibrary loan.
- c) Each library shall comply with the current ILLINET Interlibrary Loan Code and shall file local interlibrary loan policies as required by the Code.
- d) Each library shall make its holdings available to other libraries by electronic or alternative means. Libraries without this capability are encouraged to share resources as broadly as they are able.
- e) Libraries are encouraged to enable the interlibrary loan functionality in electronic interfaces providing patron-initiated interlibrary loan capabilities, especially the [SILC/WorldCat Interface](#).
- f) Notice of violations of this policy which are not satisfactorily resolved by the borrowing and lending library should be submitted in writing to the regional library system, in accordance with current interlibrary loan ILLINET Code provisions.
- g) Libraries will participate in System-endorsed interlibrary loan training.

2. Responsibilities of the Requesting Member Library

- a) Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Materials requested from another library under this policy should generally be limited to those items for which there is no recurring demand. Interlibrary loan should be used to supplement, not supersede, the development of the library's collection.
- b) ~~Requesting Borrowing~~ libraries should make every effort to develop and use local collection resources before requesting resources through interlibrary loan. Requesting libraries should next locate and directly request resources first from local databases, followed by regional, state, and national/worldwide resources.
- c) Libraries shall make interlibrary loan requests directly to an LLSAP or ILLINET owning library utilizing the LLSAP, statewide databases, or other means of verification and location access.
- d) Bibliographic description of requested material should be verified in OCLC, EBSCO, OVID, PubMed, or other recognized bibliographic database if possible. If not verified, the bibliographic information should be as complete and accurate as possible. Regardless of means of request transmission, requests shall be made using accepted ALA standards for bibliographic citations.
- e) The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law, including public performance guidelines for audio-visual materials. An indication of compliance shall be provided with all copy requests.
- f) The safety of materials ~~requested borrowed~~ through interlibrary loan is the responsibility of the ~~requesting borrowing~~ library from the time the material leaves the lending library until it is returned to the ~~supplying lending~~ library, unless loss or damage is determined to be the responsibility of the transporting agency. The ~~requesting borrowing~~ library is responsible for handling the material so as to ensure its return in good condition. If damage or loss occurs, the ~~requesting borrowing~~ library must meet all costs of repairs or replacement, in accordance with the preferences of the ~~supplying lending~~ library.
- g) The ~~requesting borrowing~~ library shall honor the ~~supplying lending~~ library's condition of loan, including observation of dates and duration of loans, fees (if applicable), and special handling provisions. Unless specifically forbidden by the ~~supplying lending~~ library, copying of interlibrary loan material is permitted provided that it is in accordance with the copyright law and no damage to the original material will result.

| **3. Responsibilities of Supplying Lending-Libraries**

- | a) Within the System, libraries shall supply lend materials on the same basis as they lend materials to their own patrons with due consideration for the needs of their primary clientele. In accordance with the ILLINET Interlibrary Loan Code, libraries are strongly encouraged to implement generous supplying lending policies regarding other ILLINET libraries.
- | b) The supplying lending-library shall search, locate, and send or reply, refer or cancel all interlibrary loan requests promptly, within two working days of receipt of System member requests and within three working days of receipt of other ILLINET member requests.
- c) Libraries may not charge fees for loans of originals to other system libraries (unless under EXPRESS conditions as outlined in the ILLINET Interlibrary Loan Code).
- d) Members are encouraged to absorb the costs of providing photocopy service within the System and shall not charge fees for the provision of photocopies up to 20 pages in length for other system members. If libraries choose not to absorb total costs for articles exceeding 20 pages, the library shall inform the system of the charge; and the system shall post fees online. When a fee is charged, the library shall submit a bill with the filled request.
- e) The lending library is responsible for clearly and safely packaging and labeling materials for loan in accordance with System and statewide Illinois Library Delivery System (ILDS) guidelines. The lending library is responsible for communicating promptly and directly with the borrowing library regarding overdues, lost material billing charges, photocopy or fax fee billing, or apparent failure to follow the provisions of the policy.
- | f) The duration of loan is set by the supplying lending-library. The loan period should be comparable to that granted local patrons.

4. Responsibilities of the Regional Library System

The Regional Library System will:

- a) Vigorously seek and negotiate partnerships with other consortia to allow access and reciprocal interlibrary loan capabilities.
- b) Support the timely, efficient delivery of material with intra-System delivery services.
- c) Investigate documented claims for items suspected to have been lost or damaged in transit. The System will pay for items for which it is deemed responsible.

d) Provide statistics on interlibrary loan activity within the system based on usage, load, accessibility, and future developments.

~~e)~~

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IV. LLSAP Policy

Introduction:

The ____ Library System, as a vital component of its resource sharing philosophy, fully supports the LLSAP (Local Library System Automation Program) as an integral service for member libraries. The LLSAP service, by providing access to local and regional diverse collections, allows each library's contributions to be of increased value because they enhance and enrich the whole.

The LLSAP service enables participating libraries to:

- Automate local library procedures, enabling the effective management of local library resources.
- Expand local patron services.
- Cooperate with other libraries in resource sharing.
- Share the cost of automation.

1. Responsibilities of the System:

- a) Oversee and manage the LLSAP service as a primary component of the system's mission.
- b) Share the yearly ongoing costs to maintain the LLSAP(s).
- c) Seek funding from outside sources to allow growth and development for new and existing members.
- d) Provide fiscal, managerial, contractual, and legal oversight for the LLSAP(s).
- e) Foster an environment of innovation and development with a focus on multitype consortial implementations of new products and services.
- f) Provide a delivery infrastructure that promotes the resource sharing aspects that are integral to the LLSAP's continued viability.
- g) Promote the benefits of the LLSAP to all ____ System members.

2. ~~Responsibility of the Local Library System Automation Program (LLSAP)~~

a)h) ____ Support and implement a fully-featured automation product that effectively and efficiently manages the resource sharing needs of a large, multitype library organization while meeting the local needs of the LLSAP member libraries.

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b)i) Maintain an LLSAP governance structure that represents the entire LLSAP membership. Develop fair and equitable shared policies that allow for resource sharing to happen seamlessly across the entire ____ System while honoring local library policies as possible.

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e)j) Determine and assess a cost-effective, ongoing membership fee structure for all ____ libraries.

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e)k) Determine and assess a cost-effective fee structure for all ____ libraries that contributes to a replacement capital equity fund for future LLSAP purchases.

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e)l) Continually identify and encourage new libraries to join the existing LLSAP through a program of subsidies or grants.

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f)m) Continually seek ways to implement innovative services that will move LLSAP libraries to new and timely technology services.

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g)n) Agree to uphold current statewide library policies such as the ILLINET code, the Statewide Cataloging Standards, and other statewide policies that may be implemented in the future.

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h)o) Ensure that the security of the system is maintained.

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i)p) Maintain compliance with the Library Records Confidentiality Act of the Illinois Revised Statutes.

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j)q) Manage the LLSAP to ensure optimum interoperability among all the functions, programs, and configurations and to ensure accurate and quality data.

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3. Responsibilities of the LLSAP Membership:

a) Accept and follow the ____ Library System Resource Sharing Policy and other ____ Library System policies and procedures.

b) Retain full membership status in the ____ Library System.

c) Follow policies and procedures established by the ____ System LLSAP(s) governance.

d) Participate in decision-making to enhance and expand the ____ System LLSAP(s).

e) Allow staff to participate in all required training programs.

f) Assume and pay promptly when due any financial obligations arising from membership in ____ Library System LLSAPs. The shared costs between the Library, other participating libraries, and ____ Library System include: central site, database management and operations staff, vendor maintenance costs, shared database

access charges, and other costs agreed to between the libraries and _____ Library System.

- g) Notify the _____ System in writing at least one year in advance if the library elects to leave the LLSAP. The data of the Library shall remain the property of the Library but there will be costs involved in removing that data should the Library elect to leave the LLSAP.
- h) Comply with vendor contract requirements and technical access specifications as specified by _____ Library System LLSAP.
- i) Follow the _____ Library System Grievance Procedure process in disputes related to LLSAP policies and procedures.

4. Supporting Documentation for LLSAP Administration:

- a) **LLSAP Basic Philosophy** as approved by Planning Panel Resource Sharing Committee on 10/13/2010
 - We support resource sharing.
 - We believe in cooperation and continuing efforts to bring more libraries into the automation program(s).
 - We have a responsibility to not betray the trust of our current and future members.
 - We support automation of library workflows and operations and continuation of local policies, within the constraints of any chosen software product.
 - We are committed to providing an affordable, functional product.
 - We will continue to build relationships with members, not just provide vendor service.
 - We will strive to provide innovative services and products to members in the future.
 - We believe that the system automation program(s) should cooperate to the fullest extent possible with a system organization.
 - Any proposal made by this group is incumbent on the regional system being able to provide delivery. The database should be structured in such a way that requests will be filled taking geographic proximity into account (so patron requests would be filled from nearby libraries if the item is available nearby) in order to maximize efficiency of the delivery system and provide prompt service to patrons.
- b) **LLSAP Capital Reserve Accounts:** The four southern system LLSAPs have historic differences in the development and management of their corresponding capital reserve and revenue/expenditure accounts. As part of the merger discussion involving the four southern systems, the LLSAP managers have prepared this

recommendation for the Planning Panel's consideration, which was approved by the Resource Sharing Committee on 10/13/2010.

Assumption: By July 1, 2011, there will be one new administrative structure in place for the four southern systems.

Recommendation:

The LLSAP Managers are recommending the following action regarding the various automation funds (operating, equity, capital expense) currently held by each of the four current systems:

- Under the new administrative structure, set up separate restricted funds for each of the four LLSAPs (including accumulating interest on those funds) under the new System administration and budget. Maintain separate funds as 'LINC Fund', 'GateNet Fund', 'Silnet Fund', and 'RPLS LLSAP Fund'.
- ~~Maintain the current LLSAP governance, fee allocation, and budgeting structures and processes currently in place (in FY2011) for each LLSAP until additional area and per capita funds are available and/or such time as each LLSAP group decides to join the merged automation system. Additionally, the new system Board will determine the amount~~ of area and per capita funding that will be allocated to support LLSAP services.

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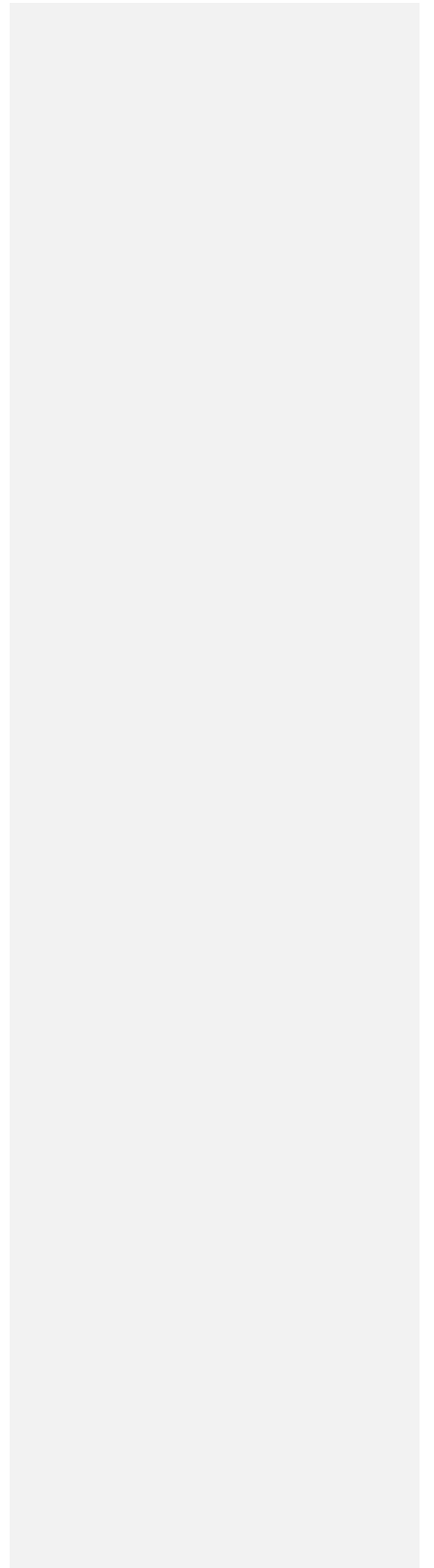
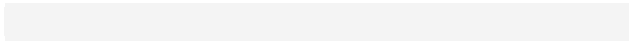
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V. Cooperative Discounts

- A. The ____ Library System avidly explores and pursues cooperative discounts that will benefit all members.
- B. The ____ Library System offers all full member libraries group discounts on library supplies, electronic resources, bibliographic resources, and other products that leverage the entire group's buying power, resulting in better pricing for all members. Although most discounts will be negotiated and offered to the entire membership group, it is possible that some product discounts will be applicable to only certain types of libraries, primarily because the audience for the product is a particular type of library. Under some special negotiated arrangements, the ____ System may apply a management fee as part of the discounted package.

| ____ Library System Draft Resource Sharing Plan...February [2644](#), 2011

- C. The ____ Library System will continue to participate in the Illinois State Library-sponsored bibliographic utility and interlibrary loan resource (currently OCLC) as its main source for cataloging and interlibrary loan products.



STRATEGIC PLAN MISSION, VISION, VALUES OPERATIONAL ASSUMPTIONS STRATEGIC DIRECTIONS AND GOALS

MISSION

The Illinois Heartland Library System is a community of multitype libraries developing partnerships and sharing resources in pursuit of excellent service.

VISION

We envision a future where all libraries & information partners collaborate to provide accessible & innovative services.

VALUES

We value--

- ❖ Open access and sharing of resources.
- ❖ Cooperation, collaboration and contribution among members & information partners.
- ❖ Quality customer services
- ❖ Honest and open communications among stakeholders.
- ❖ Respect and integrity in all interactions.
- ❖ The diversity of our members and their communities.
- ❖ Fiscal stability and accountability.
- ❖ The protection of Intellectual Freedom and Privacy.
- ❖ Innovation and creativity.
- ❖ Literacy

OPERATIONAL ASSUMPTIONS

The overall priority for services and programs that are financed through funding from the Illinois General Assembly through the Secretary of State's grant program will be the shared catalogs, resource sharing and delivery.

In addition the following assumptions will ensure that Illinois Heartland Library System will have a reliable operational structure.

- ❖ Operate a financially sustainable and efficient organization.

- ❖ Leverage the resources – material, personnel and fiscal – of the members and partners.
- ❖ Develop partnerships with relevant organizations and information agencies.
- ❖ Monitor trends and create opportunities for innovative services.
- ❖ Ensure good communications among member libraries and partners.

Strategic Direction I

Create dynamic and innovative resource discovery, sharing, and distribution services.

Goal 1

Provide a framework for members to participate in a “state of the art” integrated library system.

Objective 1

Support the continuation of 4 shared automation systems for libraries during FY 2012.

Objective 2

Develop a plan to consolidate the shared systems during FY 2012.

Goal 2

Implement a materials delivery process.

Goal 3

Connect library users to resources through sharing.

Strategic Direction II

Partner with the Illinois State Library and other agencies to support services.

Goal 1

Contract with the Illinois State Library to manage statewide services.

Objective 1

Partner with the Illinois State Library to support a regional Talking Books operation.

Objective 2

Operate Cataloging Maintenance Centers on behalf of libraries in Illinois as supported by the Illinois State Library.

Objective 3

Function as the fiscal agent for OCLC services and other statewide e-resource programs as requested.

Objective 4

Manage in partnership with the Illinois State Library the WebJunction Illinois program.

Goal 2

Seek funding opportunities to expand local, regional and statewide services.

Goal 3

Leverage system resources to support services

Strategic Direction III

Build sustainable learning opportunities.

Goal 1

Educate personnel on effectively using the cooperative services.

Goal 2

Promote available education events.

Goal 3

Develop unique learning programs.

Strategic Direction IV

Institute viable joint purchasing and cost savings programs.

Goal 1

Support joint purchasing and discount services.

Goal 2

Provide opportunities for cooperative purchasing of e-resources.

Goal 3

Identify services that would be more cost effective to provide as a group or negotiate with vendors to offer those services.

Strategic Direction V

Organize a process to support advisory services.

Goal 1

Assist libraries with seeking funding and grants.

Goal 2

Assist library staff in enhancing user services in a variety of library disciplines.

Goal 3

Offer guidance on governance and management of libraries.

Strategic Direction VI

Support and advocate for libraries and library services.

Goal 1

Educate elected and other officials about the value and role of libraries.

Goal 2

Identify and share research and trends that impact libraries and information services.

Goal 3

Provide opportunities to network and share services and strategies, which enhances education and the promotion of libraries.