

LTLS Strategic Plan for Information Technology Services  
DRAFT  
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## BACKGROUND STATEMENT

LTLS is a membership-governed, multitype library cooperative comprised of all sizes of libraries. Over the more than 40 years of its existence, LTLS has been a leader in fostering a resource-sharing climate within east central Illinois. Libraries that belong to LTLS embrace the core goal of resource-sharing and participate in technology implementations to accomplish resource-sharing as a primary benefit of membership.

## INFORMATION TECHNOLOGY SERVICES VISION STATEMENT

The purpose of this Information Technology Services Plan is to ensure that LTLS maintains its tradition of support and expansion of technology-based services, with the ultimate goal to assist library partners and information agencies reach the shared Vision and Mission statements and Goals and Objectives contained in the Lincoln Trail Libraries System Strategic Plan (2006), below:

### LTLS VISION STATEMENT

LTLS envisions a future where collaboration between libraries and organizations results in easy access to information anytime, anywhere.

### LTLS MISSION STATEMENT

To accomplish this vision, the LTLS Mission is to connect the people of East Central Illinois to information through cooperation.

### LTLS GOAL

The important specific Strategic Direction #4, "LTLS will foster discovery and delivery of information resources," has direct implications for technology deployment by both the System and member libraries in achieving the Vision and the Mission. Already defined as goals within this Strategic Direction are the following statements that apply to technology:

- Provide leadership on new technologies that connect people and information
- Provide easy discovery of information resources through support of an online, integrated environment
- Maximize access to and delivery of information resources

## INFORMATION SERVICES TECHNOLOGY PLAN

LTLS has a long history of implementing new technologies and providing continuing support for those technologies determined to be essential to library development and information access. For both LTLS and the member libraries, the end-user (the citizens of east central Illinois) and their demand for services drives technological applications and implementation.

With the commitment of the multitype library membership, LTLS has been involved in a shared automation program since the early 1980's and continues to maintain this ever-growing program through expanded library participation. LTLS coordinated the first virtual reference project in this area of the state, continually trains library staff on the integration of technology in library services, and promotes development of web pages and other fast-developing communications and service tools for use by individual libraries. Numerous opportunities to beta-test new technologies have been undertaken by LTLS as have grant-funded technology initiatives that have allowed libraries to stay relevant in today's changing environment.

It is the purpose of this plan to put forth a 'framework' of technology planning for the next 5 years. With the rapid pace of technological change, this plan will be general in scope and will not contain specific references to actual products.

## INFORMATION TECHNOLOGY SERVICES GOALS AND OBJECTIVES

### **GOAL 1: Provide leadership on new technologies that connect people and information**

LTLS will create a climate of innovative and collaborative technology leadership that will allow libraries and information partners to move into the future. We will test and enhance new services and products, develop expertise in open source solutions, and engage in research and development opportunities that benefit libraries, systems, and partners.

- Stay abreast of the ever-changing wide range of software products
- Monitor and disseminate trends in technology services and products
- Create environments where libraries, partners, and users can contribute shareable metadata
- Develop expertise in open source solutions
- Disseminate information about library technology standards regulation
- Work with technology-leading libraries to be pilot models for others
- Engage in research & development opportunities that benefit libraries, systems, and partners
- Expand efforts to “bring libraries together” in exchanges of expertise and information through collaboration technology tools
- Engage in needs assessments or environmental scans on an ongoing basis
- Provide collaborative opportunities for staff, member libraries, and partners to research and identify technological solutions

### **GOAL 2: Provide easy discovery of information resources through support of an online, integrated environment**

LTLS will build and support a shared online integrated automation program with participation from a continually growing number of libraries. We will strengthen the resource by investing in state-of-the-art technology as we prepare for the future of seamlessly-integrated library technology services.

- Manage resource-sharing and library operations with a fully-featured, shared Integrated Library System
- Manage a web-based search interface for residents of east central Illinois
- Manage integration of other resources such as electronic databases and library-contributed content in the web-based search interface
- Plan for migration for ILS and other software components as appropriate.
- Provide technological support for technology services and continue in liaison position with ILS and related vendors
- Explore opportunities for software as a service vs on site services
- Implement self-pay and end-user communication methods in web-based products

### **GOAL 3: Maximize access to and delivery of information resources**