

LTLS FY 2009 Plan – Progress Review December 2008

The Consultants and Managers met and reviewed all the work activities planned for FY 2009. In reviewing we noted some activities that needed to be re-worded, some that should be considered for elimination in FY 2010 and even in FY 2009 and some activities that needed to be added. Overall of the over 115 activities listed 67% were on target to be completed as presented. 34% will require staff to step up efforts to achieve the activity. Overall the team was pleased with the progress and believes that we are on track to meet our planned activities. This was a helpful review for the staff and it will inform our FY 2010 program.

The following is the work plan and the activities that need increased effort are in italics and the new activities are underlined.

1 Lincoln Trail Libraries System will serve as an educational conduit for improving people's discovery and delivery of information.

1.1. Create opportunities for high quality educational programs.

1.1.A. Deliver a minimum of 50 contact hours of educational opportunities on a variety of library topics for staff and governing officials of member libraries.

1.1.B. Offer educational opportunities for public library trustees.

1.1.C. Focus at least 3 education events on how to be a "green" library.

1.1.D. Provide educational programs that promotes library service for the changing cultural demographics.

1.1.E. Post packets from educational programs via the LTLS website for use by CLaSS subscribers.

1.1.F. Deliver a minimum of 100 contact hours of training opportunities for staff of member libraries.

1.1.G. Provide library staffs, which are part of the LINC LLSAP, training to use the LLSAP software.

1.1.H. Provide training for library staff on OCLC Services so that libraries can take full advantage of the ISL Group Services Offer.

1.1.I. Increase the number of education and training offerings provided by iLINC, podcasts and online training.

1.1.J Assist libraries in completing the Gates Bandwidth survey

1.1.K Assist libraries in applying for the new Gates Grant opportunity.

1.2. Support opportunities for networking with other information professionals.

1.2.A. Provide opportunities for libraries to share their best practices with other libraries.

1.2.B. Make available three networking events at member libraries on the topic of being a green library.

- 1.2.C. Encourage staff in libraries to spend 30 minutes per week exploring Web 2.0 technologies and share their experiences with others.
- 1.2.D. Demonstrate Illinoismaps.info to encourage shared discussion about how to best utilize.

1.3. Provide opportunities for one-on-one consultation.

- 1.3.A. Visit one-third to one-half of all LTLS member libraries.
- 1.3.B. Support librarians and local governing officials in expanding library service including consolidating services, establishing joint library services, expanding service area and nontraditional options for improved library service.
- 1.3.C. *Attend the board meetings of at least 10 public libraries.*
- 1.3.D. Within a month after a new member library director is hired LTLS will provide on-site system orientation consulting.
- 1.3.E. *Arrange for mentoring opportunities for individual library staff members as appropriate.*
- 1.3.F. *Offer facilitation services to assist libraries in strategic planning.*
- 1.3.G. *Assist libraries in developing library services and collections that reflect the cultural diversity of their communities including the development of non-English language collections and services.*
- 1.3.H. Provide assistance to libraries in applying for state and federal grants to enhance library service.

2 Lincoln Trail Libraries System seeks to increase awareness of information services through marketing and communication.

2.1. Increase awareness of the information landscape by library staff, advocates, and users.

- 2.1.A. *Offer a Symposium (a 2nd annual) focused on the future of the Integrated Library System.*
- 2.1.B. *Provide an irregular on-line publication focused on the needs of public library trustees.*
- 2.1.C. Regularly update the LTLS website.
- 2.1.D. Collect and share member library news stories and disseminate items to other members via the LTLS Blog about member libraries.
- 2.1.E. *Utilize the newest research about public library tax support developed and published by OCLC for education and networking discussions.*
- 2.1.F. Make libraries aware of the variety of information issues that will affect library service through a weekly online publication Quick Connections and regular blog posts.
- 2.1.G. Maintain directory information about LTLS member libraries on the LTLS Web Site.
- 2.1.H. Maintain information about the participation of public libraries in the Non Resident fee program on the LTLS website.
- 2.1.I. Maintain current Interlibrary Loan and document delivery procedures and protocols on the LTLS website

2.1.J. Ensure that members are aware of funding opportunities for library services and facilities through regular dissemination via the LTLS weekly publication Quick Connections.

2.1.K. *Encourage local newspapers to subscribe to Sarah Ann Long's weekly syndicated column.*

2.2. Create a clear message for library advocacy.

2.2.A. Provide at least one trustee educational events on the focus on advocating for the library.

2.2.B. Encourage and promote library participation in Illinois Library Day.

2.2.C. Seek opportunities to provide information to leaders about the importance of libraries and the resources needed to support library service.

2.2.D. *Assist library staff in using statistical data to market to library constituents.*

2.2.E. Facilitate access to legislative information through an electronic network.

2.3. Increase usage of information services and resources.

2.3.A. *Assist member public libraries in promoting their participation in statewide Intersystem Reciprocal Borrowing.*

2.3.B. Support ISL's effort in the statewide Reference service "Ask Away Illinois."

2.3.C. Support LTLS libraries who are participating in PLINKIT.

2.3D. *Encourage libraries to offer services and information to patrons via the web.*

2.4. Market the power of collaboration and its impact on user services.

2.4.A. *Regularly post to the Working Together Blog on LTLS Web site to focus on the power of collaboration and successful stories in libraries.*

2.4.B. *Develop media kits to local media regarding the benefit of collaboration with emphasis on LTLS services.*

2.4.C. Continue to promote membership in LINC libraries to LTLS member and other agencies.

2.4.D. *Promote and expand membership in Digital Gems.*

2.4.E. Promote the availability of the LTLS consulting team to provide programs for local organizations on the benefits of cooperative library service.

2.4.F. Promote patron-initiated interlibrary loan via LINC and OCLC.

2.4.G. *Continue the LTLS Board of Directors initiative of visiting member libraries with the Executive Director.*

2.4.H. Disseminate an Annual Report that focuses on cooperative service accomplishments.

3 Lincoln Trail Libraries System will form strategic partnerships to achieve our vision.

3.1. Expand LTLS participation in regional, state, national and international partnerships

3.1.A. Partner with the Mortenson Center for International Library Programs at the University of Illinois to expand contacts with international library issues.

3.1.B. Participate in meetings and work groups of the Illinois State Library, Illinois Library System Director's Organization, OCLC Members Council, Illinois OCLC Users Group, Statewide Cataloging Standards Committee and other related organizations as appropriate

3.1.C. *Expand Polytalk for Illinois libraries to address the needs of people whose primary language is not English.*

3.1.D. Support staff participation at a variety of Illinois library conferences to connect with librarians across the state and share information with member libraries.

3.1.E. Participate in Web Junction Illinois.

3.1.F. Explore a long-term strategy for the data center role of LTLS including exploring options for co-hosting and/or remote hosting of LTLS information resource technology.

3.1.G. Explore options for increasing network bandwidth by monitoring and participating in community based initiatives to extend access to fiber-based bandwidth in the LTLS area.

3.2. Expand the scope of partnerships beyond libraries to include cultural, educational, museum and other organizations and agencies

3.2.A. *Add at least 5 affiliate agency members to LTLS who are part of the cultural and museum community.*

3.3. Educate staff and governing officials of libraries on the potential benefits of partnerships and encourage cooperative ventures.

3.3.A. Partnerships and Collaboration will be the key topics of the board visits to libraries.

3.3.B. Work with the Library Partnership Trust to support cooperative purchase of electronic resources.

4 Lincoln Trail Libraries System will foster discovery and delivery of information resources.

4.1. Provide easy discovery of information resources through support of an online, integrated environment.

4.1.A. Maintain and enhance LINC to support local library operations, online catalogs and resource sharing.

4.1.B. Utilize the Technology Plan to assist in the evaluation of options for an upgraded Software Platform for LINC Services.

4.1.C. Support a Cataloging Center Operation for LINC members for copy and original cataloging.

4.1.D. Support the contribution of quality bibliographic records to LINC and OCLC.

4.1.E. Perform regular LINC database cleanup (e.g., merging duplicate records, eliminating non-MARC records, correcting typographical errors, etc.).

4.1.F. Batchload bibliographic records to OCLC daily.

4.1.G. Encourage libraries to utilize and promote SILC and Open World Cat.

4.1.H. Implement WorldCat Local for pilot libraries and expand the participation in WorldCat Local.

4.2. Maximize access to and delivery of information resources.

- 4.2.A. Encourage libraries to place Open WorldCat on library web pages.
- 4.2.B. Provide LTLS members with regular delivery service for distribution of materials.
- 4.2.C. Conduct an in depth evaluation of the current LTLS delivery service.
- 4.2.D. Utilize WorldCat Local as an alternative to Web Feat, a federated search engine.
- 4.2.E. Make available OCLC FirstSearch, SILC, I-Share, and other electronic services via LINC and the LTLS website.
- 4.2.F. Continue LINC group purchase of downloadable audiobooks/ebooks through a partnership with the Library Partnership Trust.
- 4.2.G. Work with ISL and NSLS to provide opportunities for cooperatively purchased electronic resources.
- 4.2.H. Operate a statewide Cataloging Maintenance Center under contract with the Illinois State Library.
- 4.2.I. Work with selected LTLS member libraries and other WorldCat Local pilot libraries to test home delivery of materials using OCLC's WorldCat Direct pilot.
- 4.2.J. Convene a committee of LINC Libraries to review the variety and numbers of circulation policies to determine impact on customer service.
- 4.2.K. *Explore new LTLS standards for cataloging via a Cataloging Advisory Committee to determine appropriate policies for data description.*
- 4.1.L. Install and implement EZProxy.
- 4.1.M. Work with the Ohio State Library to develop and test a statewide resource sharing program using open source software.
- 4.1.N. Evaluate the effectiveness of Library Thing to determine continued service offering

4.3 Provide leadership on new technologies that connect people and information.

- 4.3.A. Continually evaluate new technologies for impact on library and information services.
- 4.3.B. *Encourage LTLS vendors to work together to enhance opportunities for cross-platform resource sharing.*
- 4.3.C. *Incorporate Dublin Core records into LINC.*
- 4.3.D. *Encourage the LTLS LLSAP vendor to utilize the tools of FRBR to improve customer access to information.*
- 4.3.E. Assist members who are interested in exploring new technology additions to LINC, e.g. RFID.
- 4.3.F. Implement Digital Gems.

5 Lincoln Trail Libraries System will support a management structure to meet its vision and direction.

5.1. Employ dedicated and well-trained personnel and expand staff development initiatives.

- 5.1.A. Support opportunities for LTLS staff to improve competencies, to develop new skills and to attend conferences and other appropriate education and training offerings.

5.1.B. Recruit and employ personnel of diverse backgrounds to carry out the goals, objectives and activities of LTLS.

5.1.C. Encourage LTLS professional staff to participate in library professional organizations and local non-library organizations.

5.1.D. Review and update the Personnel and Salary Administration Policies.

5.2 Continually evaluate service programs and policies.

5.2.A. Regularly survey personnel in member libraries to determine education and training needs.

5.2.B. Continue the practice of utilizing volume as the key element for delivery frequency.

5.2.C. Implement a new operational structure for LTLS Cataloging services to improve service to the libraries and the users and maintain and average Turn-around-Time for materials cataloged of one week.

5.2.D. Regularly evaluate and continually encourage input on LTLS services.

5.2.E. Analyze trends in statistical data to determine opportunities for changes and enhancement in system services.

5.3 Seek funds from a variety of sources to support cooperative endeavors.

5.3.A. Seek adequate financial resources to support the operation and service programs to fund the LTLS Strategic Plan.

5.3.B. Continually evaluate the LINC shared cost formula and specifically evaluate startup costs and options for funding the "Automation Equity Fund."

5.3.C. Assist in the financial support of education and training program by offering a subscription service, CLaSS, as well as single event registration fees.

5.3.D. Utilize information learned at New Business Ventures for Nonprofit expand Polytalk to more states.

5.3.E. Apply for LSTA grant funds to support opportunities to demonstrate new service programs.

5.3.F. Provide fiscal support for ILLINET OCLC services on a contract with the Illinois State Library.

5.3.G. Seek funding for digitizing and expanding access to digitized collections in the LTLS area.

5.3.H. Provide an online billing service for Illinois libraries that are OCLC members.

5.3.I. Seek external funds to expand Polytalk to libraries beyond Illinois.

5.3.J. Support the business operations of LTLS through monthly financial reports, biweekly payroll, bimonthly accounts payable and monthly accounts receivable activities.

5.3.K. Implement E-Pay.

5.4 Maintain a stable infrastructure.

5.4.A. Support the LTLS Board of Directors and Board committee meetings and activities.

5.4.B. Develop a Building and Facilities Plan.

5.4.C. Support the service program with an adequate physical facility, equipment and other resources.

- 5.4.D. Implement the upgrade of the internal LTLS database of information and provide online access to the member library database as a replacement for a static directory pages on the LTLS web site.
- 5.4.E. Continue the partnership with personnel of the Illinois Century Network to maintain and improve bandwidth for telecommunications access to electronic services.
- 5.4.F. Maintain and upgrade as required security solutions for LTLS electronic data and servers.
- 5.4.G. Facilitate LINC Policy Council, LINC Director's Group and LINC User's Group meetings, blogs, RSS feeds, documentation development and informational updates.*
- 5.4.H. Maintain the sound infrastructure for the LTLS web site and the hosted sites for ILSDO, ILLINET OCLC Billing, Illinois Library Day and IOUG.
- 5.4.I. Implement the LTLS ByLaws and revised Standing Rules as appropriate.
- 5.4.J. Finalize and implement a Strategic Plan for Information Technology services as a complement to the LTLS Strategic Plan.
- 5.4.K. Develop a best practices document to support the LTLS Board membership committee in reviewing members for ongoing membership eligibility.*
- 5.4.L. Facilitate the development of a Long Range Plan for the Illinois Talking Book and Braille Service.