

**IHLS FY2018 System Area & Per Capita Grant Application****Exhibit 3 System Operational Plan****3.0 System Operational Plan**

As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, continued themes surface: the organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and minimizing the physical geography between our 518 member agencies.

A. Administration

In both a supportive and leadership role, system administration will focus on the following priorities in FY2018:

- Advocacy for IHLS and our member libraries
- Focus on IHLS through our rebranding project
- Retention of records from four legacy library systems as well as IHLS records
- Increased awareness of existing membership standards
- Focused outreach to school library community re: resource sharing

Communications

Goal: *Effective and efficient communication with IHLS stakeholders.*

Objectives	Planned Activities
Support and maintain an interactive website that assists member libraries in the effective utilization of IHLS services	<ul style="list-style-type: none">- Ensure timely website information with routine updates- Review website to enhance visibility and usability- Receive and post job openings for internal positions, as well as positions on the system, state and national level- Regularly update and maintain the Grant page with current grant opportunities available to members- Regularly update and maintain the Vendor Discount page with current discounts available to members- Continue development of membership web portal to consolidate information that is relevant to each member
Support communication among stakeholders through the utilization of Web Conferencing Tools	<ul style="list-style-type: none">- Continue regularly scheduled activities such as Connect with Leslie, online chats for library directors and scheduled SHARE (Sharing Heartland's Available Resources Equally) chats- Conduct bi-monthly Members Matter meetings throughout the service area to update the membership on regional, state, and library news and developments utilizing Zoom and video teleconferencing to reach a broader audience

Keep stakeholders informed on what is happening at the system, statewide and national levels	<ul style="list-style-type: none"> - Produce and distribute electronic newsletter on a regular basis to approximately 2,500 subscribers - Produce and distribute a monthly newsletter to IHLS Staff - Explore various avenues to target specific library types (i.e., schools, trustees, etc.) - Employ diverse strategies for seeking feedback and suggestions from the membership on the effectiveness of IHLS communication efforts
Work cooperatively with the Illinois State Library (ISL), Reaching Across Illinois Library System (RAILS) and other stakeholders to provide excellent library services	<ul style="list-style-type: none"> - As possible, support statewide library initiatives
Expand IHLS' social media presence	<ul style="list-style-type: none"> - Update IHLS website content - Use Facebook & Twitter to promote services and informational updates to members

Goal: Rebranding

Objectives	Planned Activities
Create a standardized look to communication	<ul style="list-style-type: none"> - A branding board will be created with fonts and colors to be consistently used - Develop and enforce layout for IHLS stationary, signage, and other documents, (i.e. meeting materials and class handouts) by creating templates and providing instruction to staff - Create uniform informational resources for promotion and marketing

Goal: Advocacy

Objectives	Planned Activities
Increase IHLS visibility to membership and to the community	<ul style="list-style-type: none"> - Training for board members and staff to create a culture of story-telling to better share our mission - Share and promote new brand concept
Help advocate for member libraries	<ul style="list-style-type: none"> - Share advocacy resources with membership - Provide networking support for libraries interested in developing advocacy initiative.

Human Resources

Goal: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.

Objectives	Planned Activities
Ensure that IHLS has sufficient staff to accomplish statutory priorities established by the ISL	<ul style="list-style-type: none"> - Find a diverse pool of candidates when recruiting additional IHLS staff - Utilize various job posting methods to seek highly qualified candidates - Introduce IHLS' policies, rules, and procedures to new staff upon hiring
Revamp staff performance evaluation process	<ul style="list-style-type: none"> - Redesign staff probationary period (90 days) evaluation which will include a meeting with manager and human resources staff - Implement a new staff evaluation form that is reflective of the IHLS work environment
Support and develop IHLS staff	<ul style="list-style-type: none"> - Provide routine training and professional development opportunities to enhance staff skills - Encourage staff to participate in professional organizations and attend conferences as appropriate to their job function - Continue to work to establish collaborative activities for all staff - Coordinate all staff day
Establish Employee Web Services	<ul style="list-style-type: none"> - Enhance current payroll processing system to be paperless - Establish an electronic system for delivery staff to track hours worked to operate in conjunction with current accounting system - Train staff to utilize employee web services

Information Technology (IT)

Goal: *To provide the IT support necessary for IHLS and SHARE to function efficiently.*

Objectives	Planned Activities
Provide support for core system services	<ul style="list-style-type: none"> - Provide software and technical assistance for members of the LLSAP (local library automation system project) as it relates to the services of SHARE - Support IHLS staff at all office locations and provide remote support through applications like TeamViewer and Zoom - Maintain internal and external web services for IHLS and SHARE - Maintain SHARE helpdesk software to track and repair problems reported by SHARE membership - Work with Operations to maintain the driver counting project utilizing tablets - Support all internal and external servers and services that relate to the daily functions of IHLS including: telephone servers, internal file servers, cloud services, finance servers, etc. - Support communication electronically using technologies like Zoom and the traditional H.323 bridge hosted by RAILS - Take continuing education opportunities provided, especially utilizing Lynda.com

Goal: *Support rebranding effort by implementing a new website design to IHLS website.*

Objectives	Planned Activities
Release and review request for proposal (RFP) for website development	<ul style="list-style-type: none"> - Write and release an RFP for website redesign - Form an internal group of appropriate staff to review the RFP results - Select and notify successful bidder - Execute contract with successful bidder

Board Support

Goal: *Improve communication with and support of board and committees*

Objectives	Planned Activities
Modify processes to improve communication between board and executive staff.	<ul style="list-style-type: none"> - Provide support for monthly meetings for the board and committees - Share monthly meeting calendars with board and appropriate staff - Post meeting packets and approved meeting minutes within timeframes outlined in Open Meetings Act

Goal: *100% State and Federal compliance for IHLS/Board and appropriate IHLS staff*

Objectives	Planned Activities
Ensure all board members are compliant with state and federal law	<ul style="list-style-type: none"> - Submit all compliance documentation to board members annually and/or when new board members are seated - Ensure all compliance documentation in board binders is updated as needed

Goal: *Encourage board participation in applicable continuing education activities*

Objectives	Planned Activities
Provide board members opportunities to enhance leadership skills	<ul style="list-style-type: none"> - Develop and provide annual board member training - Share leadership resources and opportunities with board members

Record Retention

Goal: *Retain and purge materials on an approved schedule*

Objectives	Planned Activities
Continue process initiated with merger of the four legacy systems in FY2012	<ul style="list-style-type: none"> - Research, compile, assimilate and prepare material - Ensure all data is handled in compliance with approved records retention policies and procedures

Membership

Goal: Membership of all system agencies will be reviewed on an annual basis.

Objectives	Planned Activities
Support the annual statewide certification process.	- Staff will monitor and follow-up with libraries having membership challenges, as well as libraries interested in joining the automation consortium

Networking

Goal: IHLS will continue to develop relationships with and among the membership.

Objectives	Planned Activities
Support networking initiatives within the system	- "Members Matter" meetings will be held at diverse locations through the system on a bi-monthly basis - Online chats will be held on a regular basis to connect target audiences - IHLS staff will be available to participate in regional networking groups

Goal: To make IHLS an active partner in statewide and national initiatives that support enhanced library service.

Objectives	Planned Activities
Support professional development and continuing education opportunities for member libraries.	- Explore opportunities for shared services in consulting and continuing education - Participate, as appropriate, in committee work that will benefit our stakeholders. This may include organizations such as the Illinois Library Association, Illinois School Library Media Association, the Illinois State Library Advisory Committee, etc.

Goal: Work with other library entities within the state and without.

Objectives	Planned Activities
Attending user group conferences appropriate for our industry and networking with fellow colleagues	- Attend IUG (Innovative User's Group) annually - Attend Computers in Libraries (as funds allow) - Grow relationships with organizations worldwide that share our values on resource sharing and innovation

Accounting Operations

Goal: Empower IHLS Administrative Staff and Board of Directors to make sound financial decisions by providing effective financial reports.

Objectives	Planned Activities
Generate practical financial reports	<ul style="list-style-type: none"> - Complete FY2017 Audit fieldwork in July 2017 - Present FY2017 Audited Financial Statements to IHLS Board at August 2017 meeting - Submit FY2017 Audited Financial Statements to Illinois State Library by September 29, 2017 - Submit all special revenue grant reports to Illinois State Library 15 days after each fiscal quarter end - Provide IHLS Finance Committee and Board of Directors with monthly financial reports comparing actual versus budget
Increase administrative staff awareness of IHLS Financial Position	<ul style="list-style-type: none"> - Grant administrative staff executive view rights to their area of responsibility to view financial data - Ensure administrative staff understand reports produced and distributed - Encourage administrative staff to adhere to fiscal year operational budget plan

B. Bibliographic Access

As a cornerstone of resource sharing, Bibliographic Access services in FY2018 will promote:

- The availability of bibliographic support in a variety of methods including cataloging and database maintenance for the SHARE Consortium and cataloging training for SHARE members.
- The Cataloging Maintenance Center, which provides access to resources and special collections throughout the state, including digitized collections at Illinois Digital Archives, by providing information and training on bibliographic cataloging and metadata formation and content of metadata.

Cataloging Services for SHARE

Goal: *To provide cataloging services for SHARE member libraries, including transitional libraries.*

Objectives	Planned Activities
Provide a full level OCLC bibliographic record for the SHARE database	<ul style="list-style-type: none"> - Catalog materials and set holdings in OCLC WorldCat database - Import bibliographic records into the SHARE database - Maintain statistics documenting the number of items cataloged and the libraries for which they were cataloged
Answer questions concerning searching/matching, item information, how to find, and statistics, etc. for SHARE member libraries	<ul style="list-style-type: none"> - Answer emails, help tickets and phone calls - Provide presentations for Circulation forum and member libraries training days
Input "on order" bibliographic records and equipment records for member libraries into the SHARE database	<ul style="list-style-type: none"> - Input bibliographic records into SHARE based on information from forms and e-mails

Goal: To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging, and maintaining authority files in the SHARE database

Objectives	Planned Activities
User access to information resources will be improved as the result of the SHARE database containing fewer "less than full level" bibliographic records and fewer duplicate bibliographic and authority records	<ul style="list-style-type: none"> - Identify and merge duplicate bibliographic records found in SHARE database, including working on an automated process - Check for and remove provisional bibliographic records - Check for and mark temporary bibliographic records - Import weekly authority record changes and make corrections as necessary - Establish and begin a process to systematically work through the SHARE database, to identify and merge duplicated or incorrect authority records - Create and maintain local serial authority records for titles found in the SHARE database

Catalog Training for SHARE Members

Goal: To increase the understanding and skills in bibliographic services and cataloging for member libraries and to stay current with national, state and local policies such as RDA, OCLC and Library of Congress.

Objectives	Planned Activities
"Cataloging" libraries will complete 15 hours of cataloging continuing education per fiscal year	<ul style="list-style-type: none"> - Monthly Cataloging Sessions - Provide classes including Monograph Cataloging, Authority/Subject Analysis, and Dewey, - Offer Cataloging Workdays - Develop and add classes and information to the SHARE training portal
Member libraries will correctly match the item in hand to the bibliographic records found in the SHARE database.	<ul style="list-style-type: none"> - Provide classes including Searching and Matching, Item Records, and Reports - Develop and add classes and information to the SHARE training portal

Cataloging Maintenance Center (CMC)

Goal: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries.

Objectives	Planned Activities
User access to information resources will be improved as the result of LLSAP databases containing fewer "less than full	<ul style="list-style-type: none"> - Working from a list provided by IHLS SHARE staff, provide full level OCLC records for substandard local records from the IHLS SHARE database---requesting physical item when necessary in order to identify or upgrade corresponding OCLC records---and

level" bibliographic records and fewer duplicate bibliographic and authority records	import OCLC records into the SHARE database, deleting the older record - Provide full level OCLC records for substandard local records from the RAILS PrairieCat database---requesting physical items when necessary in order to identify or upgrade corresponding OCLC records---to PrairieCat staff for import into the PrairieCat database - Working from a list provided by IHLS SHARE staff, merge duplicate bibliographic records in the IHLS SHARE database - Maintain spreadsheets documenting the number of bibliographic records upgraded and for whom, and the number of duplicate bibliographic records merged in the IHLS SHARE database
User access to Illinois libraries' special collections will be established via CMC cataloging of these resources	- Catalog materials and set holdings in OCLC WorldCat and supply RAILS LLSAP staff with the resulting bibliographic records. CMC staff will import the records into the IHLS SHARE database - Use system courier service and ILDS (Illinois Library Delivery Services) for transport of special collections materials to and from the CMC - Travel to libraries to catalog materials too fragile or unique for transport via courier - Publicize this service via the IHLS website and contacts with Illinois LLSAP staff and current service recipients - Maintain statistics documenting the number of items cataloged and the libraries for which they were cataloged
Contribute at least 100 name or uniform title authority records to the Library of Congress Authorities	- IHLS catalogers trained in NACO authority work will submit new name records to NACO (NACO is a name authority cooperative program that improves accuracy and access in bibliographic databases.) - Distribute authority records via OCLC Connexion and, when necessary, supply the resultant records to LLSAP staff for importation - Maintain statistics documenting authority record creation

Goal: To support access to digitized information found in Illinois libraries and at IDA by providing information on formation and content of metadata.

Objectives	Planned Activities
User access to digitized information will be established by CMC providing metadata for these items	- Work with the library to determine what information is needed for metadata, where metadata and digital images will reside, and create the metadata if necessary - Continue to provide metadata creation, including transcription, for collections currently in the Illinois Digital Archives - Working with appropriate state staff, develop an outline and how-to guide for managing a digitization project - Publicize this service via the IHLS website and contacts with Illinois LLSAP staff and current service recipients

	- Maintain statistics documenting the number of items for which metadata was created and the library for whom the metadata was created
--	--

Goal: *To increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.*

Objectives	Planned Activities
For RAILS and IHLS member libraries to learn and increase knowledge of RDA (Resource Description and Access: contemporary cataloging rules) and OCLC Connexion	<ul style="list-style-type: none"> - Provide RDA Cataloging for Copy Catalogers and OCLC Connexion Workdays - Working with appropriate state and local LLSAP staff, develop guidelines and handouts for Cataloging RDA Serials and Cataloging Electronic Resources

TMQ (The MARC of Quality)

Goal: *Improve the quality of the SHARE database, thus improving user access to information resources.*

Objectives	Planned Activities
Analyze reports from TMQ and anticipate decreases in error rates	<ul style="list-style-type: none"> - Identify and merge duplicate bibliographic records in the SHARE database - Make corrections to bibliographic records as found on reports from TMQ

Goal: *OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing.*

Objectives	Planned Activities
Keep a statistical count of how many holding records are added to and deleted from OCLC	<ul style="list-style-type: none"> - Maintain spreadsheets documenting the number of WorldCat holdings altered, as reported by TMQ

C. Resource Sharing

As one of the three Illinois library system priorities for service, the IHLS LLSAP, Sharing Heartland's Available Resources Equally, or SHARE, will continue working on the goals established several years ago, while adding substance to the original resource sharing plan of service:

- Highlight the focus on full participation in resource sharing as required by the revised system standards.
- Make a system-wide effort to use multiple channels of communications and formats of continuing education to ensure libraries are familiar with the ILLINET Interlibrary Loan Code.
- Continue the development of the LLSAP through the promotion of the advantages of membership in the largest library automation consortium in North America.

- Continue to enhance and improve services for existing SHARE members through attention to current practices and policies and being alert to opportunities for improvement that might present themselves during the fiscal year.
- Continue to research and review E-Resources that would be beneficial to our members.

LLSAP (SHARE)

Goal: *To provide an innovative resource discovery, sharing, and delivery system.*

Objectives	Planned Activities
Encourage resource sharing	<ul style="list-style-type: none"> - Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies regarding resource sharing - Assist member libraries in promoting their participation in reciprocal borrowing within IHLS and statewide - Maintain non-resident borrower card purchase information on the IHLS website - Promote the resource sharing capabilities of the LLSAP to member libraries that are not members of SHARE through communication and visits with member library directors and their boards - Review the system's resource sharing policy to ensure it is up to date and well-aligned to current Illinois Library Laws & Rules, as well as the SHARE Resource Sharing Policies - Monitor the progress of member agencies in adopting the recommendations of the revisions in delivery and ILL policies and processes - Continue to investigate--and implement when feasible--sharing resources across the state
Provide a framework for members to participate in a state-of-the-art integrated library system	<ul style="list-style-type: none"> - Act as legal and financial authority for SHARE - Manage the SHARE investment account - Continue to evaluate current LLSAP policies and the development of uniform policies for SHARE with the SHARE Executive Council, the Bibliographic and Cataloging Standards Committee, the Circulation & Resource Sharing Committee, the eResource Committee, and the Finance/Policy Committee - Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP services - Apply for appropriate grants to provide enhancements to the SHARE catalog - Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS (integrated library system) and other shared databases - Assist with the migration of libraries who do not wish to continue to participate in the SHARE LLSAP - Support the SHARE HelpDesk to track concerns and technical issues with the ILS

	<ul style="list-style-type: none"> - Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries - Provide software and technical support for members of the LLSAP - Develop and implement a database for the purpose of maintaining all critical information about member libraries, including fees, automation setting, and staff access
--	--

LLSAP Development

Goal: *To increase members participating in SHARE.*

Objectives	Planned Activities
Continue to promote the growth of SHARE	<ul style="list-style-type: none"> - The advantages of belonging to the SHARE consortium and the details on how to join will be provided to ILLINET members who are not already members of SHARE through mailings, email, and sharing information at various conferences. - Continue to seek grant funding to assist the smallest public libraries and schools to be able to join SHARE so they can participate more fully in resource sharing, and to meet the benchmarks established by the Illinois State Library several years ago: To participate in resource sharing; to have a discoverable collection; to have a web presence; and to provide wifi access for patrons.

ILLINET Interlibrary Loan

Goal: *Increase familiarity and compliance with the ILLINET Interlibrary Loan Code*

Objectives	Planned Activities
Provide educational opportunities for member agencies to become familiar with the requirements of the Interlibrary Loan Code.	<ul style="list-style-type: none"> - Online and in person formats will be used to reach out and train the multitype membership - IHLS will work with statewide partners to develop training opportunities
Monitor the progress of member agencies in adopting the recommendations of the ILL Code.	<ul style="list-style-type: none"> - SHARE Circulation & Resource Sharing staff will maintain regular contact with member libraries to help ensure understanding and compliance with the ILL Code - System staff will monitor the submission of the annual ILLINET Interlibrary Loan Traffic Survey

eResources

Goal: *To increase familiarity with and utilization of eResources.*

Objectives	Planned Activities
Increase use of eResources in SHARE member libraries including (but not limited to) eRead Illinois, eMagazines and third-party databases	<ul style="list-style-type: none"> - Contact various eResource providers to obtain quotes and information about their services to provide to member libraries, via posting on the SHARE website, email messages, and electronic newsletters - Provide on-site assistance to library staff on use of eResources, who will, in turn, provide training to their patrons - Create training videos and materials for member library use - Work with the eResource Committee to review products, policies, and practices. The committee consists of representatives of the SHARE governing organization, SHARE member libraries, and SHARE staff - Continue developing consortia for the purpose of sharing electronic resources, as appropriate to meet the needs of interested library members and their patrons - Develop user groups for each of the eResource consortia; the purpose of the user groups will be to determine the rules for the use of the products (circulation and loan rules), as well as member fees

D. Consulting and CE

The value of consulting and continuing education opportunities have been voiced loud and clear by our members for the past six years. As these services begin to reemerge, efforts will be targeted to:

- Hit the target of site visits to 20% of our membership (approximately 101 visits). Agencies would include public libraries with new directors, struggling school districts and responses to specific invitations from library agencies who would like assistance with understanding and complying with State Statutes and Administrative Rules as well as system bylaws, policies and services.
- Support training in all aspects of resource sharing.
- Continue the development of an annual IHLS Member Day.
- Craft no-cost or cost recovery continuing education opportunities for our members that comply with ISL directives.
- Encourage member awareness of and participation in regional, statewide and national professional development opportunities as they present themselves.
- Take advantage of opportunities that would allow the System to reach out to those libraries with whom we do not have regular, interactive contact; particularly school libraries that are not part of SHARE.

Goal: *To be responsive to the expressed needs of member libraries for consulting services.*

Objectives	Planned Activities
Visits to 20% of IHLS libraries. 101 of the 518 libraries will be visited in FY18	- Priority visits will be to new directors of public libraries, libraries interested in joining the automation consortium and at-risk schools

	<ul style="list-style-type: none"> - Site visits will also be scheduled with libraries that express specific needs, eg: A presentation for a board or administrators on a specific topic - System Staff will also be available to work with local special interest groups
--	---

Goal: *To provide continuing education opportunities as allowed by ISL directive.*

Objectives	Planned Activities
Provision and identification of opportunities that will assist member libraries in understanding and complying with applicable State statutes and administrative rules; and with the system's bylaws, policies and services.	<ul style="list-style-type: none"> - As staffing and funding allow and as opportunities present themselves, IHLS will offer continuing education to membership - IHLS Staff will actively promote continuing education offered by the Illinois State Library, The Illinois Library Association and the Illinois School Library Media Association - Through available communication tools, IHLS will share information regarding appropriate continuing education opportunities that would be of interest to our members - IHLS will continue to partner with the Illinois State Library in an effort to provide professional development hours to school libraries - If funding permits, continue the development of an annual Member Day - Assess membership interest in ILLINET Interlibrary Loan training beyond the LLSAP utilizing the OCLC WorldShare database - Develop guidelines and serve as host for no cost and low cost training opportunities in system buildings

E. Delivery

IHLS Delivery has been actively using the Illinois State Library Delivery recommendations since they were written in 2014.

Community Delivery Partnerships (CDPs) are encouraged and IHLS Delivery will identify 10 possible partnerships. Having a large portion of our area considered rural, the number of CDPs may be limited. IHLS will again ask for volunteer libraries to partner. Currently, since IHLS is now providing functional five day a week service, the CDPs are included.

IHLS Delivery began last July to phase in functional five day a week service for all member libraries. May 1, 2017 saw the last of the hubs to actively implement this service. The Laboratory of Applied Spatial Analysis (LASA) provided route possibilities to implement in each of IHLS's three hubs that would allow delivery when the library needed it. IHLS is currently using an iPad app to track delivery information. The ability to use this same app to create daily routes based on items scanned by libraries is being explored.

IHLS will annually review all delivery data in L2 and make corrections where necessary to provide the most up to date information. As IHLS makes changes to routes, those changes will be submitted for L2.

The focus of delivery services offered by the Illinois Heartland Library System in FY2018 will include:

- Compliance with the recommendations of the Illinois Statewide Delivery Committee.
- The availability of 5 day a week delivery using zoned routes and SHARE software.
- A revised web presence.
- Presenting the delivery model of IHLS to other stakeholders.
- Continue to partner with the Laboratory of Applied Spatial Analysis at Southern Illinois University Edwardsville regarding possible scenarios for more efficient delivery.
- Driver training program will be developed to ensure a standard level of service.

Goal: *Efficient provision of delivery services designed to support resource sharing among IHLS members*

Objectives	Planned Activities
To comply with recommendations put forth by the Statewide Delivery Committee	- IHLS Staff will monitor compliance progress on an ongoing basis
To make 5 day a week delivery available to our libraries. (SMART Delivery which is Shared Materials Are Received Timely)	- Continually evaluate routes in regards to providing the best service possible with the best economic results. - Explore using SHARE's Polaris software in conjunction with creating daily routes.
To evaluate our service and determine areas of improvement and focus	- Administer an annual delivery survey to members - Have a data pull from L2 given to us annually for review of data and update as necessary.
Identify 10 CDPs	- Approach possible CDP libraries and facilitate the partnership.
To quantify the impact of the delivery service	- Conduct 4 delivery item counts yearly, in conjunction with RAILS/CARLI. SHARE software will be used for SHARE members, and manual counts for items from non-SHARE members. - Compare FY2017 delivery counts by library with current FY2018 delivery counts by library. Calculate the percentage of difference.

Goal: *Provision of accurate information and educational tools to support delivery*

Objectives	Planned Activities
To revise the delivery section of the IHLS website	- Delivery section will be revised to include training materials that will be created to explain all aspects of delivery--- from packing a tub to filling out a label correctly - Add a "Meet the Driver" section for libraries to use. - Make the help desk prominent. - Add the ability to search any library on any route without knowing the hub location.
To provide continuing education on delivery	- Utilize newsletters such as the SHARE newsletter and the Moving Forward Together newsletter to share delivery tips that will be designed to inform members of the practices in delivery. - Use every networking event as a way of sharing delivery information.
To participate in ALA ASCLA Physical Delivery	- Garner knowledge from other library delivery systems across the nation and apply to IHLS delivery system at a scale that IHLS can afford.

Goal: *Accurate member library delivery data in L2 (Library Learning)*

Objectives	Planned Activities
Review L2 data annually.	- Update L2 delivery changes as they occur.