As Illinois Heartland Library System (IHLS) looks to its eighth year as a service organization in central and southern Illinois, we are not content to rest on our laurels. Our services are designed to benefit all 519 member libraries and the communities they serve. We have made significant improvements in these areas and look forward to another meaningful year. The following accomplishments are of particular note:

- Extension of networking and group purchasing opportunities applicable to all IHLS member libraries
- Expansion in the reach and depth of Sharing Heartland's Available Resources Equally Consortium (or SHARE) through its 485 service locations
- Revision of delivery model to functional 5-day delivery that has altered patron borrowing behavior

A.   **Administration**
In FY2019 the following priorities will be addressed in our administrative area:
•Debut a new stakeholder newsletter
•Increase IHLS advocacy and marketing across multiple channels
•Revamp staff evaluation process
Communications
Goal: Effective and efficient communication with IHLS stakeholders.

Objectives	Planned Activities	Administrative Rule Citations
Target communication based efforts on IHLS website.	- Add content depth through updated newsletter strategy - Receive and post job openings: both internal positions and those at member libraries	23 ILAC 3030.215 a) 3) G)
Improve communication among stakeholders through the utilization of Web Conferencing Tools.	- Continue regularly scheduled online chats for library directors - 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 - Reinvent Connect with Leslie to bi-monthly online Zoom meetings opposite months of "Members Matter" meetings	23 ILAC 3030.215 a) 3) G)

Objectives	Planned Activities	Administrative Rule Citations
	- Consider available options to reinvent SHARE chats in a new, more interactive format - Provide Zoom meeting access to outside groups for enhanced networking between libraries/groups in a larger geographical area	
Keep stakeholders informed on what is happening at the system, statewide and national levels.	- Revitalize electronic newsletter for regular delivery to approximately 2,500 subscribers - Produce and distribute a monthly newsletter to IHLS Staff	23 ILAC 3030.215 a) 3) G)
	- Continue public library trustee and other stakeholder communication focus. Produce two newsletters with trustee-specific information - Improve access to trustee contact information	23 ILAC 3030.215 d) 1
Work cooperatively with ISL, RAILS and other stakeholders to provide excellent library services.	- As opportunities present, support statewide library initiatives - Promote IHLS involvement through various communication channels	23 ILAC 3030.215 d) 1)
Expand IHLS social media presence.	- Continue effective use of social media to promote services and informational updates to members - Utilize social media analytics as a guide to stakeholder-desired content	23 ILAC 3030.215 a) 3) G

Goal: Rebranding to continue increasing visibility within the community.

Objectives	Planned Activities	Administrative Rule Citations
Create a standardized look to communication.	- Promote IHLS brand in all external communications and marketing - Monitor outgoing materials to ensure materials are sent out accurately with a consistent, professional and branded look - Support advocacy and education by looking for new and innovative means of marketing	23 ILAC 3030.215 a) 3) G)

Goal: Advocacy for the organization and our members.

Objectives	Planned Activities	Administrative Rule Citations
Increase IHLS visibility to membership and our service area.	- Training for board and staff: creating an effective group of library advocates	23 ILAC 3030.215 a) 3) D)

	- Launch a return on investment program (ROI) that will reach out to all of our 519 multitype members	
	- Support events that provide opportunities for advocacy (legislative meet-ups/Chambers of Commerce, etc.)	
Advocate for member libraries.	- Share advocacy resources with membership	23 ILAC 3030.215
	- Provide networking support for libraries interested in developing advocacy initiatives	a) 3) D)

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	Administrative Rule Citations
Ensure that IHLS has sufficient staff to accomplish statutory priorities established by the ISL.	- Find a diverse pool of candidates when recruiting additional IHLS staff - Utilize various job boards and media methods to seek high-quality candidates - Educate new staff on all IHLS policies and procedures upon hiring	23 ILAC 3030.215 a) 3)
Revamp staff performance evaluation process.	- Redesign staff probationary period (90 days) evaluation which will include a meeting with manager and human resources - Implement a new staff evaluation process reflective of the IHLS work environment	23 ILAC 3030.215 a) 3)
Support and develop IHLS staff.	- Monitor staff educational training - Suggest staff training sessions beneficial to each department - Conduct quarterly staff trainings focused on personal development	23 ILAC 3030.215 a) 3)
Establish employee web services.	- 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 how to utilize employee web services	23 ILAC 3030.215 a) 3)

Re-establish organizational morale.	- Maintain monthly site visit schedule - Create a recognition process to show appreciation to staff - Conduct Annual Staff Day - Conduct monthly recognition celebrations	23 ILAC 3030.215 a) 3)
Maintain high levels of intellectual property within the organization.	- Create monthly recognition programs (listed above) - Conduct cross-training and OJT (on the job training) for staff	23 ILAC 3030.215 a) 3)

Information Technology (IT)

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

Objectives	Planned Activities	Administrative Rule Citations
Provide support for core system services.	- Provide software and technical assistance for members of the LLSAP (Local Library System Automation 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®	23 ILAC 3030.215 a) 5)

Goal: Continue implementing a new website design to IHLS website.

Objectives	Planned Activities	Administrative Rule Citations
Review and release RFP for website development.	- Write and release an RFP for website redesign - Form an internal group of interested staff to review the RFP results - Select and notify successful bidder - Execute contract with successful bidder - Reach out to stakeholders through survey and focus groups regarding effectiveness of new website design	23 ILAC 3030.215 a) 5)

Board Support

Goal: Refine process for future board and committee meetings.

Objectives	Planned Activities	Administrative Rule Citations
Work with members to determine what works best for them.	- Provide support for monthly meetings for the board and six committees	23 ILAC 3030.250 (outside of core standards)
Modify processes to improve communication between board and executive staff.	- Share monthly meeting calendars with board and appropriate staff	23 ILAC 3030.250 (outside of core standards)
Ensure compliance with Open Meetings Act.	- Post meeting packets and approved meeting minutes within timeframes outlined in Open Meetings Act	23 ILAC 3030.250 (outside of core standards)

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

Objectives	Planned Activities	Administrative Rule Citations
Ensure all board members are compliant with state and federal law.	- 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	23 ILAC 3030.250 (outside of core standards)

Record Retention
Goal: Retain and purge materials on an approved schedule.

Objectives	Planned Activities	Administrative Rule Citations
Researching, compiling, assimilating and preparing material (using executive team resources) to ensure all data is handled in compliance with approved records retention policies.	- Continue the process begun with the merger of the four legacy systems - Prepare space for storage of permanent records. - Identify records eligible for destruction and submit for certificate of destruction	23 ILAC 3030.265 (outside of core standards)

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

Objectives	Planned Activities	Administrative Rule Citations
Support the annual statewide certification process.	- Staff will monitor library activities during the certification timeframe - Staff will monitor and follow-up with libraries experiencing membership challenges	23 ILAC 3030.215 a) 4) A-D
Maintain timely and accurate information on our membership.	- Regularly remind our membership to update their accounts in L2 (LibraryLearning: www.librarylearning.info) - Work within the parameters of our developing membership database to consistently update information	23 ILAC 3030.215 a) 4) A-D
Provide support to membership on an ongoing basis.	- Site visits will be done at diverse libraries, with a particular focus on libraries with new directors or libraries facing particular challenges. It is expected that with additional staff, more attention can be focused on our school library membership - System staff will be available to discuss issues with member libraries that pertain to their compliance with the administrative code and library management	23 ILAC 3030.215 a) 4) A-D
Provide information and consulting to agencies interested in pursuing system membership.	- System staff will be available to work cooperatively with agencies interested in system membership	23 ILAC 3030.215 a) 4) A-D
Increase outreach to public library trustees.	- Explore in person and electronic methods of informing and educating public library trustees	23 ILAC 3030.215 a) 3) D

Networking

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

Objectives	Planned Activities	Administrative Rule Citations
Provide and participate in networking initiatives throughout the system.	- "Members Matter" meetings will be held at diverse locations through the system on a bi-monthly basis - Online chats (in various formats) will be held regularly to connect target audiences - IHLS staff will be available to participate in regional networking groups	23 ILAC 3030.215 a) 2)

Goal: Continue active partnership in statewide and national initiatives that support enhanced library service.

Objectives	Planned Activities	Administrative Rule Citations
Encourage 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	23 ILAC 3030.215 d) 1)

Goal: Work with other library entities within the state among others.

Objectives	Planned Activities	Administrative Rule Citations
Attend user group conferences appropriate for our industry and network with fellow colleagues there.	- Attend statewide and national conferences that support IHLS members and the services offered. This would include, but not be limited to ILA, AISLE, IUG (Innovative Users Group), Computers in Libraries, Reaching Forward South, ALA and the Association of Rural Libraries as funding allows - Grow relationships with organizations worldwide that share our values on resource sharing and innovation	23 ILAC 3030.215 d) 1)

Accounting Operations

Goal: Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision making.

Objectives	Planned Activities	Administrative Rule Citations
Complete and present practical financial reporting in a timely manner.	- Accurately record financial transactions - Start FY2018 Audit Fieldwork on August 1, 2018	23 ILAC 3030.260 (outside core standards)

	- Present FY2018 Audited Financial Statements to IHLS Board at September 2018 meeting	
	- Submit FY2018 Audited Financial Statements to Illinois State Library by September 28, 2018	
	- Submit all special revenue grant reports to Illinois State Library 15 days after each fiscal quarter end	
	- Produce interim financial reports that show actual versus budget for IHLS Administration and Board of Directors, as well as in agreed-upon formats for select committees	
	- Research appropriate industry forecasts and reflect those projected predictions as necessary in future fiscal year operating budgets	
Promote good stewardship of public funds.	- Evaluate and consider opportunities for creation of friends group or foundation to further support IHLS	23 ILAC 3030.260 (outside core standards)

Grants

Goal: Consistent communication of available grants.

Objectives	Planned Activities	Administrative Rule Citations
Provide awareness of grant opportunities for member libraries.	- Consistently monitor grant opportunities for IHLS and our member libraries - Appropriate grant opportunities for IHLS will be developed and submitted - Promote grants appropriate to our 519 multitype members via all communications channels including grants section of website	23 ILAC 3030.215 d) 1)

Long Range Planning

Goal: Recognize and incorporate facets three-year plan approved by board in October 2015.

Objectives	Planned Activities	Administrative Rule Citations
Complete development of rationale and initiatives for all six (6) goals.	- Identify initiatives and activities that closely align with FY2019 Operational Plan - Begin implementation of long range plan components	23 ILAC 3030.215 a) 1) 23 ILAC 3030.215 a) 2)

B.   **Bibliographic Access**

As a cornerstone of resource sharing, Bibliographic Access allows library patrons and staff to find and request materials. Detailed and consistent descriptive metadata allows library patrons to easily retrieve information and resources needed. The focus of bibliographic services provided by the Illinois Heartland Library System in FY2019 will include:

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

Cataloging Services for SHARE
Goal: Provide cataloging services for SHARE member libraries, including transitional libraries, and 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	Administrative Rule Citations
User access to information resources will be improved as the result of the SHARE database containing fewer "less than full level" bibliographic records and duplicate bibliographic and authority records.	- Identify and merge duplicate bibliographic records found in SHARE database, including development of an automated process - Check for and remove provisional bibliographic records - Check for and mark ON THE FLY bibliographic records - Import weekly authority record changes and correct as necessary - Continue systematically working through SHARE database to identify and merge duplicate or incorrect authority records - Create and maintain local serial authority records for titles found in the SHARE database	23 ILAC 3030.215 c) 3)

Catalog Training for SHARE Members
Goal: Increase the understanding and skills in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state and local policies such as RDA (Resource, Description and Access), OCLC and Library of Congress.

Objectives	Planned Activities	Administrative Rule Citations
Enable catalogers within SHARE to increase knowledge of cataloging policies and procedures, locally as well as nationally, and complete 15 hours of continuing	- Monthly Cataloging Sessions - Provide classes including Monograph Cataloging, Authority/Subject Analysis and Dewey. - Offer Cataloging Workdays	23 ILAC 3030.215 c) 6)

Objectives	Planned Activities	Administrative Rule Citations
education in cataloging per fiscal year.	- Develop and add classes and information to the SHARE training portal	
Help member libraries correctly search and match to bibliographic records found in the SHARE database based on item in hand or question from patron.	- Provide classes including Searching and Matching, Item Records, and Reports - Add classes and information to the SHARE training portal	23 ILAC 3030.215 c) 6)

Cataloging Maintenance Center

Goal: Provision of cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries.

Objectives	Planned Activities	Administrative Rule Citations
Improve user access to information resources as a result of LLSAP databases containing fewer "less than full level" bibliographic records and fewer duplicate bibliographic and authority records.	- Provide full level OCLC records for substandard local records from the IHLS and RAILS LLSAP databases - Maintain statistics documenting the number of bibliographic records upgraded and for whom	23 ILAC 3030.215 c) 3)
Establish 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 resultant bibliographic records. CMC staff will import the bibliographic records into the IHLS SHARE database - Use system courier service and ILDS 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 web site, contacts with Illinois LLSAP staff and current service recipients - Maintain statistics documenting the number of items cataloged and the libraries for whom they were cataloged	23 ILAC 3030.215 c) 8)
Contribute at least 100 name or uniform title authority records to the Library of Congress Authority File	- IHLS catalogers trained in NACO (Name Authority Cooperative Program) authority work will submit new name records to NACO - Distribute authority records via OCLC Connexion and, when necessary, supply the resultant records to LLSAP staff for importation	23 ILAC 3030.215 c) 3)

	- Maintain statistics documenting authority record creation	

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

Objectives	Planned Activities	Administrative Rule Citations
User access to digitized information will be established for items added to IDA database.	- Work with library to determine what information is needed for metadata, where metadata and digital images will reside, and create metadata if necessary - Continue to provide metadata creation, including transcription, for the SIUE immigration and naturalization documents previously digitized - Publicize this service via the IHLS web site 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	23 ILAC 3030.215 c) 8)

Goal: *Facilitate the development of expertise in the use of resource description, including cataloging and metadata, among library staffs in Illinois.*

Objectives	Planned Activities	
Enable Illinois libraries to learn and increase knowledge of bibliographic services, cataloging and metadata.	- Provide schedule of online and/or in-person classes on cataloging and metadata topics - Develop cataloging and metadata presentations - Attend and present at LLSAP member meetings and conferences, offering short discussions on cataloging and metadata -Conduct trial *On-line with the CMC*, monthly office hours program with brief presentation and question and answer component -Provide Cataloging Workdays for libraries who have questions concerning OCLC Connexion and cataloging difficult items	23 ILAC 3030.215 c) 6)

TMQ (The MARC of Quality)

Goal: Improve the quality of the SHARE database, thus improving user access to information resources. Add OCLC WorldCat holdings for member libraries in a timely manner, increasing resource sharing.

Objectives	Planned Activities	Administrative Rule Citations
Set OCLC holdings for SHARE members in a timely manner and have access to reports provided by TMQ.	- Identify and merge duplicate bibliographic records in the SHARE database - Make corrections to bibliographic records as found on reports from TMQ - Maintain spreadsheets documenting the number of WorldCat holdings altered, as reported by TMQ	23 ILAC 3030.215 c) 9)

C. Delivery

Feedback from our member libraries regarding library materials delivery has guided modifications and enhancements of the service. Our late winter 2017 delivery survey results
indicated very high satisfaction with the current delivery model known as functional five-day delivery. We also received feedback from very large member libraries expressing a desire for a sixth day of delivery service. They are seeking assistance with managing the high delivery volumes in their already crowded facilities. It may also alleviate some workflow challenges at our three hubs.

IHLS Delivery has been actively using the Illinois State Library Delivery Recommendations since their adoption in 2014. We support the need for standard delivery practices statewide and agree to implement the recommendations to the degree possible in IHLS. We acknowledged that one particular component of the recommendations regarding Community Delivery Partnerships (CDP), remains a challenge. CDPs require that libraries who are geographically close and willing to partner work together for increased delivery access, and we continue to encourage these arrangements.

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 to L2.

The focus of delivery services provided by the Illinois Heartland Library System in FY2019 will include:
- Compliance with the recommendations of the Illinois Statewide Delivery Committee
- Availability of five-day a week delivery using zoned routes and SHARE software to create daily route lists
- Revised web presence
- Presenting the IHLS delivery model to other stakeholders
- Continued partnership with the Laboratory of Applied Spatial Analysis (LASA) at Southern Illinois University Edwardsville regarding possible scenarios for more efficiencies in delivery
- Development of sorter training program to ensure a standard level of service
- Investigate sixth day of service for larger volume libraries

Delivery Services

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

Objectives	Planned Activities	Administrative Rule Citations
Comply with recommendations of the Statewide Delivery Committee.	- Monitor compliance progress on an ongoing basis	23 ILAC 3030.215 e) 5) E)
Continue to enhance functional five-day a week delivery model.	- Evaluate routes in regard to providing the best service possible with the best economic results - Explore using SHARE's Polaris software in conjunction with creating daily routes - Utilize financial information to evaluate the cost of having modified routes on Saturdays	23ILAC3030.215 e) 4) G)
Quantify the impact of the delivery service.	- Assess the impact of delivery services for all IHLS member libraries using the Polaris software for SHARE members and the daily counts from other informational tools for remaining members	23 ILAC 3030.215 e) 5) I)

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

Objectives	Planned Activities	Administrative Rule Citations
Revise the delivery section of the IHLS website.	- Delivery section will be revised to include training materials 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 more evident to members - Add the ability to search any library on any route without knowing the hub location	23 ILAC 3030.215 e) 6)
Provide continuing education on delivery.	- Utilize newsletters such as the IHLS Member Connection newsletter and the SHARE newsletter to share tips and best practices - Attend networking events - Present at conferences: regional, statewide and national	23 ILAC 3030.215 e) 6)
Participate in ALA ASCLA Physical Delivery group.	- Participate in ASCLA (The Association of Specialized & Cooperative Library Agencies) online learning development	23 ILAC 3030.215 e) 3)

Goal: Accurate member library delivery data in L2.

Objectives	Planned Activities	Administrative Rule Citations
Review L2 data annually.	- Update L2 delivery changes as they occur	23 ILAC 3030.215 a) 4) A-D)

    D. **Resource Sharing**

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, while seeking out funding opportunities that would help offset migration costs.
- 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: Provide an innovative resource discovery, sharing, and delivery system.

Objectives	Planned Activities	Administrative Rule Citations
Encourage resource sharing.	- Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies and the ILLINET Interlibrary Loan Code regarding resource sharing - Assist member libraries in promoting their participation in reciprocal borrowing within IHLS and statewide - Maintain non-resident borrower card purchase locations on the IHLS website - Expand background information on non-residency on IHLS website - Promote resource sharing capabilities of the LLSAP to member libraries with other integrated library systems, through ongoing communication and visits - Review the IHLS resource sharing policy to ensure it is up-to-date and aligned to current Illinois Library Laws & Rules, as well as the SHARE Resource Sharing Policies	23 ILAC 3030.215 f) 3) D) i

	- Monitor the progress of member agencies in adopting the recommendations of the revisions in delivery and ILL policies and processes - Continue developing consortia groups to participate in shared resources or vendor discount programs, in order to meet the needs of interested library members and their patrons	
Provide a framework for members to participate in a state-of-the-art integrated library system.	- 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 Committee, the eResource Committee, and the Finance and Policy Committee - Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP services - Seek out funding opportunities to provide enhancements to the SHARE catalog and expansion of membership - 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 - Prepare a continuing education and certification program for member library staff, in order to provide a high level of database accuracy and library efficiency. - Continue to seek out opportunities to reach staff that have difficulty in participating in traditional continuing educational opportunities - 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 Integrated Library System - 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	23 ILAC 3030.215 c) 1)

	- Continue the development and implementation of a database to maintain all critical information about member libraries, including fees, automation settings, training requirements, and staff access	

LLSAP Development
Goal: *Increase members participating in SHARE.*

Objectives	Planned Activities	Administrative Rule Citations
Continue to promote the growth of SHARE.	- Market the advantages of belonging to the SHARE consortium to ILLINET members who are not already members of SHARE through mailings, email, and conference participation - Continue to seek funding to assist libraries and schools in offsetting migration costs, so they can participate more fully in resource sharing - Support members as they strive 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 Wi-Fi access for patrons - Work with stakeholders to assess barriers to SHARE membership beyond financial restraints. Develop strategies to better understand and appreciate member constraints	23 ILAC 3030.215 c) 1)

ILLINET Interlibrary Loan
Goal: *Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).*

Objectives	Planned Activities	Administrative Rule Citations
Provide educational opportunities for member agencies to become familiar with the requirements of the ILL Code.	- Train staff at the various multitype libraries using both digital and in-person formats, continuing to seek out opportunities to reach staff that have difficulty participating in traditional continuing educational opportunities - Work with statewide partners to develop training opportunities	23 ILAC 3030.215 f) 3) D) i
Monitor the progress of member agencies in adopting the recommendations of the revisions in the ILL Code.	- Maintain regular contact with member libraries to help ensure understanding and compliance with the ILL Code	23 ILAC 3030.215 f) 3) D) i

	- Monitor the submission of the annual ILLINET Interlibrary Loan Traffic Survey
	- Continue to mediate between member libraries in the event of ILL disputes	23 ILAC 3030.215 b) 3)

eResources

Goal: *Increase familiarity with and utilization of eResources.*

Objectives	Planned Activities	Administrative Rule Citations
Continue development and provision of eResources to all multi-type member libraries.	- Continue developing consortia for the purpose of sharing electronic resources, as appropriate to meet the needs of interested library members and their patrons - Facilitate user focus groups exhisting eResource consortia, in order to review member library preferences and needs	23 ILAC 3030.215 b) 1)
Increase use of eResources in SHARE member libraries including (but not limited to) eRead Illinois, eMagazines and third-party databases.	- 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 for each of the platforms, as well as approving member fees for each consortial product. The committee consists of representatives of the SHARE governing organization, SHARE member libraries, and SHARE staff as ex-officio members - 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 focus groups for each of the eResource consortia, in order to review member library preferences and needs	23 ILAC 3030.215 b) 1)

E.   **Consulting and CE (Continuing Education)**

As IHLS enters its eighth year of operation, the hope is to offer consulting and continuing education services that fit within the parameters of this grant and that meet prioritized needs of IHLS Membership. The 2015 IHLS Long Range plan is being reviewed by multiple IHLS stakeholders, and system staff will include initiatives and activities based on input from multiple sources. This work will greatly influence what IHLS provides in the areas of consulting and continuing education.

Consulting Services

Goal: *Increased responsiveness to the expressed needs of member libraries for consulting services.*

Objectives	Planned Activities	Administrative Rule Citations
Visits to 20% of IHLS libraries.	- Priority visits will be to new directors of public libraries, libraries interested in joining the automation consortium and libraries struggling with membership compliance - 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	23 ILAC 3030.215 d) 1)

Continuing Education

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

Objectives	Planned Activities	
Identification and provision of opportunities that will assist member libraries in understanding and complying with applicable State statues and administrative rules; and with the system's bylaws, policies and services.	- As staffing and funding allow and as opportunities present themselves, IHLS will offer continuing education to membership - Develop and implement annual Member Day - Develop guidelines and serve as host for no cost and low cost training opportunities - Actively promote continuing education offered by the Illinois State Library, The Illinois Library Association and the Association of Illinois School Library Educators - Through available communication tools, share information regarding appropriate continuing education opportunities that would be of interest to our members - Continue to partner with the Illinois State Library in an effort to provide professional development hours to school libraries	23 ILAC 3030.215 d) 1)