



3.0 SYSTEM OPERATIONAL PLAN FY2019

As Illinois Heartland Library System looks to its eighth year as a service organization in central and southern Illinois, we are not content to rest on our laurels. We have made significant improvements with the reach of the SHARE automated consortium and its 4xx services locations, and have seen a change in patron borrowing behavior with function five-day delivery.

A. Administration

In FY2019 the following priorities will be addressed in our administrative area:

- Debut a new stakeholder newsletter
- Increase IHLS 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.	<ul style="list-style-type: none"> - Add content depth through updated newsletter strategy - Receive and post job openings: both internal positions and those at member libraries 	
Improve communication among stakeholders through the utilization of Web Conferencing Tools.	<ul style="list-style-type: none"> -Continue regularly scheduled online chats for library directors - Conduct bimonthly 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 meeting opposite months of Members Matter meetings -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 	
To keep stakeholders informed on what is happening at the system, statewide and national levels.	<ul style="list-style-type: none"> - Revitalize electronic newsletter for regular delivery to approximately 2,500 subscribers. - Produce and distribute a monthly newsletter to IHLS Staff - Continue public library trustee and other stakeholder communication focus. Produce two newsletters with trustee-specific information. - Improve access to trustee contact information 	

Work cooperatively with ISL, RAILS and other stakeholders to provide excellent library services.	<ul style="list-style-type: none"> - As opportunities present, support statewide library initiatives - Promote IHLS involvement through various communication channels. 	
Expand IHLS' social media presence.	<ul style="list-style-type: none"> - Continue the effective use Facebook and Twitter to promote services and informational updates to members - Utilize social media analytics as a guide to stakeholder-desired content 	

Branding

Objectives	Planned Activities	Administrative Rule Citations
Create a standardized look to communication.	<ul style="list-style-type: none"> - 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 	

Advocacy

Objectives	Planned Activities	Administrative Rule Citations
Increase IHLS visibility to membership and our service area.	<ul style="list-style-type: none"> - Training for board and staff: creating an effective group of library advocates - Launch a return on investment program (ROI) that will reach out to all of our 518 multitype members - Support events that provide opportunities for advocacy (legislative meet-ups/Chambers of Commerce, etc) 	
Advocate for member libraries.	<ul style="list-style-type: none"> - Share advocacy resources with membership - Provide networking support for libraries interested in developing advocacy initiatives 	

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	<ul style="list-style-type: none"> - Find a diverse pool of candidates when recruiting additional IHLS staff 	

priorities established by the ISL.	<ul style="list-style-type: none"> - Utilize various job boards and media methods to seek high-quality candidates - Educate new staff on all IHLS' policies, 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 - 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"> - Monitor staff educational training - Suggest staff training sessions beneficial to each department - Conduct quarterly staff trainings focused on personal development. 	
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 that will work operate in conjunction with current accounting system -Train staff how to utilize employee web services 	
Re-establish Organizational Morale.	<ul style="list-style-type: none"> - Maintain monthly sight visit schedule - Create a recognition process to show appreciation to staff - Conduct Annual Staff Day - Conduct monthly recognition celebrations 	
Maintain high levels of intellectual property within the organization.	<ul style="list-style-type: none"> - Create monthly recognition programs - Conduct Cross-Training and OJT (on the job training) training for staff 	

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.	<ul style="list-style-type: none"> - Provide software and technical assistance for members of the LLSAP as it relates to the services of SHARE 	

	<ul style="list-style-type: none"> - 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® 	
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Goal: Continue implementing a new website design to IHLS website.

Objectives	Planned Activities	Administrative Rule Citations
Release and review RFP for website development.	<ul style="list-style-type: none"> - 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 	

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. Modify processes to improve communication between board and executive staff. Ensure compliance with Open Meetings Act.	<ul style="list-style-type: none"> - Provide support for monthly meetings for the board and six 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	Administrative Rule Citations
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 	

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 that all data is handled in compliance with approved records retention policies.	<ul style="list-style-type: none"> - Continue the process begun with the merger of the four legacy systems (previously on hold due to funding deficit, not enough staff to properly attend to this process) - Establish space for storage of permanent records. - Identify records eligible for destruction and submit for certificate of destruction 	

Membership

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

Objectives	Planned Activities	Administrative Rule Citations
To support that annual statewide certification process.	<ul style="list-style-type: none"> - Staff will monitor library activities during the certification timeframe - Staff will monitor and follow-up with libraries having membership challenges. 	
Maintain timely and accurate information on our membership.	<ul style="list-style-type: none"> - Regularly remind our membership to update their accounts in L2. - Work within the parameters of our developing membership database to consistently update information. 	
Provide support to membership on an ongoing basis.	<ul style="list-style-type: none"> - 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.	
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.	

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	

Goal: To make IHLS an active partner in statewide and national initiative 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	

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

Objectives	Planned Activities	Administrative Rule Citations
Attend user group conferences appropriate for our industry and network with fellow colleagues there.	- 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:-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 matter.	<ul style="list-style-type: none"> - Accurately record financial transactions - Start FY2018 Audit Fieldwork on August 1, 2018 - 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.	<ul style="list-style-type: none"> - Evaluate and consider opportunities for creation of friends group or foundation to further support IHLS. 	

Grants

Objectives	Planned Activities	Administrative Rule Citations
Provide awareness of grant opportunities for member libraries.	<ul style="list-style-type: none"> - IHLS Grants specialist will consistently monitor grant opportunities - Appropriate grant opportunities for IHLS will be developed with staff team and submitted - Promote grants appropriate to our 518 multitype members via all communications channels including grants section of website 	

Long Range Planning

Goal: Three-year plan

Objectives	Planned Activities	Administrative Rule Citations
Complete development of rationale and initiatives for all six (6) goals.	<ul style="list-style-type: none"> - Identify initiatives that closely align with FY2019 Operational Plan - Begin implementation of long range plan components 	

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- in FY18 FY2019 IHLS services 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 (CMC), 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, and 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	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 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 ON THE FLY bibliographic records - Import weekly authority record changes and make corrections as necessary - Continue systematically working through the 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 	

Catalog Training for SHARE Members

Goal: *To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, 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 education in cataloging 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 to correctly search and match to bibliographic records found in the SHARE database based on item in hand or question from patron.	<ul style="list-style-type: none"> - Provide classes including Searching and Matching, Item Records, and Reports - Add "classes" and information to the SHARE training portal 	

Cataloging Maintenance Center

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	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.	<ul style="list-style-type: none"> - Provide full level OCLC records for substandard local records from the IHLS and RAILS LLSAP databases--- requesting physical items when necessary in order to identify or upgrade corresponding OCLC records---to LLSAP staff for importation into the appropriate database - Maintain statistics documenting the number of bibliographic records upgraded and for whom 	
User access to Illinois libraries' special collections will be established via CMC	<ul style="list-style-type: none"> - 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 	

cataloging of these resources.	<ul style="list-style-type: none"> - 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 	
Contribute at least 100 name or uniform title authority records to the Library of Congress Authorities.	<ul style="list-style-type: none"> - IHLS catalogers trained in NACO 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 - 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	Administrative Rule Citations
User access to digitalized information will be established for items added to IDA database.	<ul style="list-style-type: none"> - 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 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 	

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

Objectives	Planned Activities	Administrative Rule Citations
For Illinois libraries to learn and increase knowledge of	<ul style="list-style-type: none"> - Provide a set schedule of online and/or in-person classes on cataloging and metadata topics - Develop cataloging and metadata presentations 	

bibliographic services, cataloging and metadata.	<ul style="list-style-type: none"> - Attend and present at LLSAP member meetings and conferences, offering short discussions on cataloging and metadata -Conduct trial <i>On-line with the CMC</i>, monthly office hours program with brief presentation and Q&A -Provide cataloging workdays for libraries who have questions concerning OCLC Connexion and cataloging difficult items 	
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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.	<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 - Maintain spreadsheets documenting the number of WorldCat holdings altered, as reported by TMQ 	

Delivery

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

A large portion of our libraries are truly rural, and we have not found many libraries that meet the requirements (geographically close, willing to partner) to create a CDP (Community Delivery Partnership), which has limited our success. We will still continue, where it makes sense, to encourage CDPs.

It has been 2 years now of tweaking, modifying and evolving the functional 5 day a week service model. IHLS presented the annual delivery survey in late winter 2018, and summary along with the financial implications that providing more service where needed would result. On the IHLS delivery survey, Question #5 “Does the frequency of delivery meet the library’s needs?”, validates the changes we have made to the service. 381 of the 390 respondents replied “Yes”, the frequency of delivery meets our library’s needs. There were 9 respondents who indicated that the frequency of delivery does not meet their library’s needs. Several of the 9 are from large libraries who could benefit from a sixth day of service. This is an area that IHLS will evaluate to see if providing a sixth day of service for large libraries is fiscally prudent.

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 FY2019 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 to create daily route lists.
- A revised web presence.
- Presenting the IHLS delivery model to other stakeholders
- Continue to partner with the Laboratory of Applied Spatial Analysis (LASA) at Southern Illinois University Edwardsville regarding possible scenarios for more efficiencies in delivery
- Sorter training program will be developed to ensure a standard level of service
- Investigate a 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
To comply with recommendations put forth by the Statewide delivery committee.	- Monitor compliance progress on an ongoing basis	
Continue to enhance the functional five day a week delivery model.	- 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 - Utilizing financial information, evaluate the cost of having modified routes on Saturdays	
Quantify the impact of the delivery service.	- Use SHARE Polaris software for SHARE members and the daily counts for non-SHARE members will be gathered	

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

Objectives	Planned Activities	Administrative Rule Citations
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 Moving Forward Together newsletter and the SHARE newsletter to share tips of best practices - Attend networking events - Present at conferences, national and statewide	
To participate in ALA ASCLA Physical Delivery group.	- Participate in ASCLA online learning development.	

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

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

C. 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: To 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 Inter-Library 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	

	<ul style="list-style-type: none"> - 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 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 - 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. 	
<p>Provide a framework for members to participate in a state-of-the-art integrated library system.</p>	<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 - 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 ILS - Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries 	

	<ul style="list-style-type: none"> - Provide software and technical support for members of the LLSAP - 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. 	
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LLSAP Development

Goal: To increase members participating in SHARE.

Objectives	Planned Activities	Administrative Rule Citations
Continue to promote the growth of SHARE.	<ul style="list-style-type: none"> - 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. - 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	Administrative Rule Citations
Provide educational opportunities for member agencies to become familiar with the requirements of the Interlibrary Loan Code.	<ul style="list-style-type: none"> - 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 	
Monitor the progress of member agencies in adopting the recommendations of the revisions in the ILL Code.	<ul style="list-style-type: none"> - Maintain regular contact with member libraries to help ensure understanding and compliance with the ILL Code - Monitor the submission of the annual ILLINET Interlibrary Loan Traffic Survey - Continue to mediate between member libraries in the event of ILL disputes. 	

eResources

Goal: To increase familiarity with and utilization of eResources.

Objectives	Planned Activities	Administrative Rule Citations
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 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. 	

D. Consulting and CE

As IHLS enters its eighth year of operation, the hope is to offer consulting and continuing education services 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 base on input from multiple sources. This work will greatly influence what IHLS provides in the areas of consulting and continuing education.

Consulting Services

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

Objectives	Planned Activities	Administrative Rule Citations
Visits to 20% of IHLS libraries.	<ul style="list-style-type: none"> - Priority visits will be to new directors of public libraries, libraries interested in joining the automation consortium and libraries struggling with membership compliance. 	

	<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 	
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Continuing Education

Goal: To provide 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.	<ul style="list-style-type: none"> - As staffing and funding allow and as opportunities present themselves offer continuing education to membership - Develop and implement and 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 	