

STRATEGIC PLAN SURVEY ANALYSIS

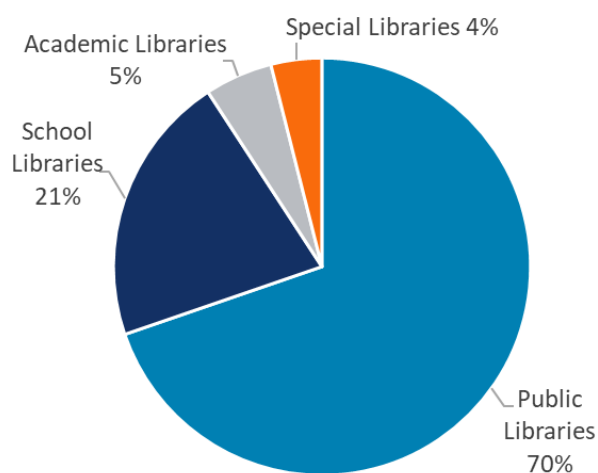
OVERVIEW

The implementation of the IHLS Strategic Plan, that was adopted by the board of directors in October 2015, was put on hold during the two years of the Illinois budget impasse due to financial concerns. With the adoption of a statewide budget, IHLS staff moved ahead with focus groups held in the spring of 2018 to solicit input from membership regarding how to best implement the six adopted goals. To reach an even broader group of members, a survey was recently developed and sent out to our members. This survey focused on only the first three goals, since those are the ones that touch membership most directly.

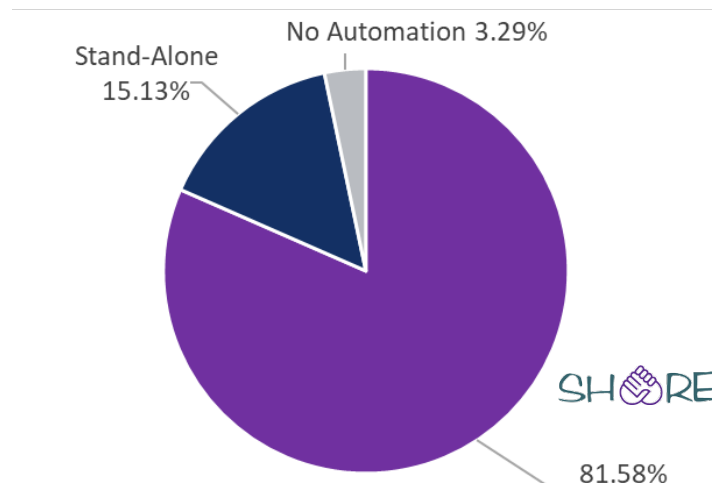
WHO ANSWERED

152 Libraries Responded:

RESPONDENTS BY LIBRARY TYPE



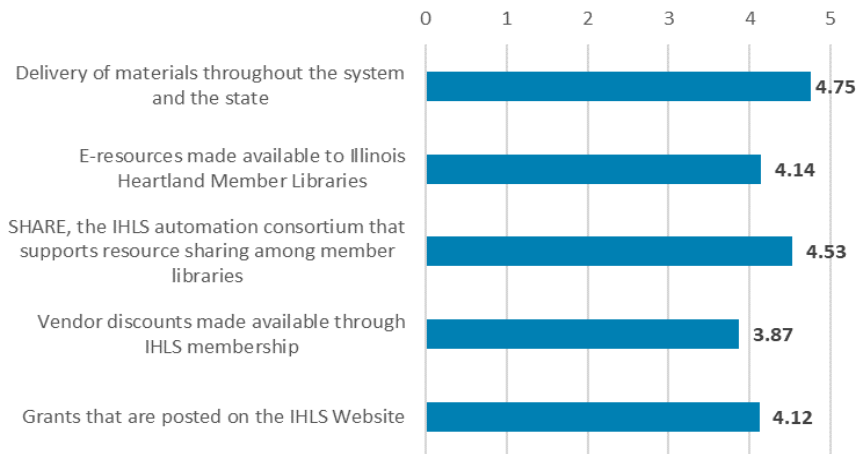
RESPONDENTS BY AUTOMATION SYSTEM



Respondents by library type is a helpful evaluation of the communication tools utilized to promote this assessment. Of our 521 member libraries in IHLS, school libraries are the largest group by type (45%). Regarding our second largest group of members by type, IHLS has clearly identified communication channels that reach a majority of our public library members (43%). In future surveys, we will insure a more targeted approach to soliciting school library respondents. Academic and special library replies to the survey are fairly consistent as they each make up approximately 6% of our total membership.

RESOURCE SHARING

PERCEIVED VALUE OF SERVICES PROVIDED (5 is highest)



Highlights:

- *Fantastic job for our membership.*
- *Everyone and the process is great and doing a great job.*
- *Our most used and best loved service is delivery, and we are very happy with that.*

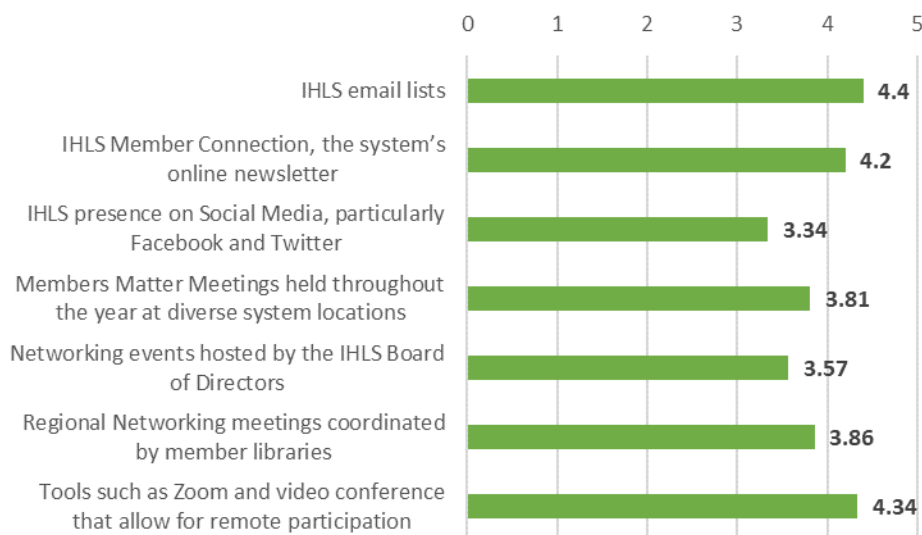
Suggested Improvements:

- *Consistent Policy Compliance*
- *Consistent Lending Periods*
- *Expanded Digital Resources*
- *Cost*

Resource Sharing and Delivery are Core Services mandated by the Illinois State Library. As an agency, IHLS is firmly committed to ongoing improvement and expansion of these services in order to provide excellent services to patrons in central and southern Illinois.

MEMBER ENGAGEMENT AND NETWORKING

PERCEIVED VALUE OF NETWORKING OPPORTUNITIES AND COMMUNICATIONS (5 is highest)



Highlights:

- *Use of Zoom for remote participation*
- *Learn of online meetings through Social Media, online meetings are a good alternative*
- *Learned so much through the e-mail lists*

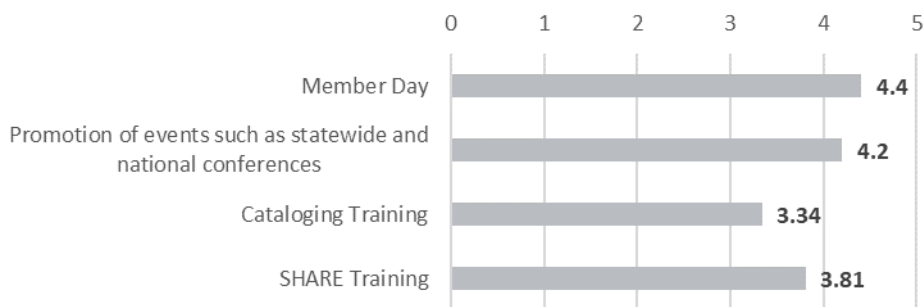
Suggestions for Improvement:

- *A clear mandate to keep experimenting with locations and times for networking opportunities*
- *More recorded and online opportunities*
- *Expanded trustee training*
- *Substantive speakers*

In a world that bombards us with information, IHLS strives to efficiently provide our membership with timely and accurate communication. Continuously exploring effective tools for delivering that information to all members is an ongoing process. A priority of equal value is supporting networking opportunities in a wide array of arrangements that meet the needs of participants. Realizing the geographic parameters of the system, we also realize the benefits of in-person opportunities.

CONSULTING AND CONTINUING EDUCATION

PERCEIVED VALUE OF CONTINUING EDUCATION OPPORTUNITIES (5 is highest)



Highlights:

- *I like how you can ask about anything and get an answer and if you ask for individualized instruction they make every effort to try to come to you or set up a training near you so everyone needing can attend.*
- *Cataloging training is very robust.*
- *Keep the online training opportunities coming. I love them!*

Suggestions for Improvement:

- *More for school librarians with professional development credit*
- *Set up a mentoring program*
- *More training in all areas*

As IHLS completes its eighth year of existence, consulting and continuing education are still developing programs. With an expanded Membership Services department, we are currently able to provide consulting services in areas having to do with Administrative Code compliance and look forward to expanded board training opportunities. Continuing education opportunities related to SHARE participation are well established and evaluated by SHARE staff on a regular basis. IHLS staff will continue to explore opportunities for professional development in other areas of our field.

CONSULTING PRIORITIES FOR LIBRARIES AND STAFF

Legal Compliance
Grant Writing
ADA compliance
IMRF
Current Library Issues

IPLAR
Budgeting
HR
Board Training

The priorities mentioned above reflect the breadth of topics of interest to our membership.

NEXT STEPS

Data and comments from this report will be further studied by our administrative team and staff as we move ahead with the creation and implementation of an Operational Plan for FY2020.