

Goal: Support access to Illinois digital collections by providing information on formation and content of metadata.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Establish metadata for items added to IDA database to increase user access to digitized information.	<ul style="list-style-type: none"> - Work with libraries to determine the information needed for metadata, where metadata and digital images will reside, then create metadata if necessary - Continue to provide metadata creation, including transcription, for various agencies - Maintain statistics documenting requesting agency and number of items for which metadata was created 	23 ILAC 3030.215 c) 8)

Goal: Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Offer Illinois library staff training in generalized bibliographic services, cataloging, and metadata.	<ul style="list-style-type: none"> - Schedule 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 Online 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)

C. Delivery

Delivery and Resource Sharing coexist to make the transfer of items from one library to another efficient, effective and seamless to the library user. In FY2019, IHLS moved away from volume-based delivery. Currently a library either receives 5 days a week or whenever items are ready to be delivered or picked up. By embracing this model, libraries of all sizes are receiving the same level of service.

Delivery is always looking for ways to continue to improve. Using iPads to gather data daily allows IHLS to generate reports in a timely fashion. At any time, IHLS can pull the data to evaluate volume between libraries, which helps to ensure adequate space in our delivery vehicles for needed pickups.

The Illinois State Library delivery recommendations are still the basis for all that delivery does. IHLS delivery staff will also follow trends in the broader delivery field in order to increase awareness of industry trends that will support efficiency and provide cost savings.

Changes are coming. The current L2 (Library Learning) database will be redesigned. Delivery uses L2 heavily. IHLS will work with colleagues statewide to ensure that the delivery components of the new database efficiently meet the needs of the end users.

The focus of delivery services provided by the IHLS in FY2020 will include:

- Ongoing compliance with the recommendations of the Illinois Statewide Delivery Committee
- Creation of small training modules for labeling, packing a tub and best practices for delivery
- 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
- Creation of online training for delivery staff to ensure that there is a standard for across the state
- Continued access to five day a week delivery for all IHLS members

Delivery Services

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

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
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 order to provide the best service possible with the best economic results - Explore utilizing SHARE's Polaris software in conjunction with creating daily routes - Evaluate the cost of having modified routes on Saturdays	23 ILAC 3030.215 e) 4) G)

Quantify the impact of the delivery service.	<ul style="list-style-type: none"> - 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 - Send out and evaluate results of IHLS annual delivery survey 	23 ILAC 3030.215 e) 5) I)
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Goal: Provide accurate information and educational tools to support delivery.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Revise the delivery section of the IHLS website.	<ul style="list-style-type: none"> - 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 	23 ILAC 3030.215 e) 6)
Provide continuing education on delivery.	<ul style="list-style-type: none"> - Utilize newsletters such as the IHLS Member Connection newsletter and the SHARE newsletter to share tips and best practices - Attend networking events - Present at regional, state and national conferences 	23 ILAC 3030.215 e) 6)
Participate in ALA ASGCLA Physical Delivery	<ul style="list-style-type: none"> - Participate in the ASGCLA (Association of Specialized, Government & Cooperative Library Agencies) online learning development 	23 ILAC 3030.215 e) 3)

Goal: Provide accurate member library delivery data in L2.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Review L2 data annually.	<ul style="list-style-type: none"> - Update L2 delivery changes as they occur and implement the new software for replacement of L2 	23 ILAC 3030.215 a) 4) A-D)

D. Resource Sharing

Sharing Heartland’s Available Resources Equally, or SHARE, will continue working on established goals, while adding substance to the original resource sharing plan of service:

- Highlight the focus on full participation in resource sharing as-outlined in the Illinois Administrative Code
- Utilize a variety of tools for communications and training to ensure libraries are familiar with the ILLINET Interlibrary Loan Code
- Develop the LLSAP, promoting membership advantages in the largest library automation consortium in North America, while seeking out funding opportunities that would help offset migration costs
- Respond to SHARE member suggestions through thoughtful review of existing policies and procedures
- Provide opportunities for increased member engagement in a multitype library environment
- Remain alert to opportunities for improvement that might present themselves during the fiscal year
- Continue to research and review eResources that would be beneficial to SHARE members

LLSAP (SHARE)

Goal: Provide an innovative resource discovery, sharing, and automation group.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Encourage resource sharing.	<ul style="list-style-type: none"> - 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 the non-resident program on the IHLS website - Educate member libraries on the variety of resource sharing pathways, including OCLC, ALA, and the multiple advantages of SHARE - Educate school library staff and teachers about the multiple advantages of SHARE, so they can better utilize existing resources - Review the SHARE and IHLS interlibrary loan and resource sharing policies to ensure it is up-to-date and aligned to current Illinois Library Laws & Rules - Facilitate consortia groups to participate in shared resources or vendor discount programs, to meet the ongoing needs of system members 	23 ILAC 3030.215 f) 3) D) i

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
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, including management of the SHARE investment account - Continue to evaluate current SHARE policies 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 and seek out funding for enhancements to the SHARE catalog - Provide responsive training to meet member needs, with a variety of instruction methods, to reach staff that have difficulty in participating in traditional continuing education opportunities - Prepare a certification program for member library staff, to provide a high level of database accuracy and library efficiency - Assist with the migration of libraries who do not wish to continue to participate in the SHARE LLSAP - Enhance the SHARE website to meet the informational and training needs of member libraries - Track technical issues through the SHARE help desk, and provide support for SHARE members - Maintain critical member data, including fees and contact information. database of all critical SHARE information, including fees, automation settings, and training 	23 ILAC 3030.215 c) 1)

LLSAP Development

Goal: Increase members participating in SHARE.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Continue to promote the growth of SHARE.	<ul style="list-style-type: none"> - Market the advantages of belonging to the SHARE consortium to standalone libraries, via mailings, networking, and conference participation - Continue to seek funding to assist libraries in offsetting migration costs, so they can participate in SHARE - Support members as they strive to meet the benchmarks established by the Illinois State Library: to participate in resource sharing, to have a discoverable collection, to have a web presence, and to provide Wi-Fi access for patrons - Assess barriers to SHARE membership beyond financial restraints. Develop strategies to better understand and appreciate member challenges 	23 ILAC 3030.215 c) 1)

ILLINET Interlibrary Loan

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

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Educate members about the ILL Code.	<ul style="list-style-type: none"> - Train staff at the various multitype libraries using both digital and in-person formats - Seek out opportunities to reach staff that have difficulty participating in traditional continuing educational opportunities - Work with statewide partners to develop training opportunities - Respond to questions from members about the ILL Code regularly and communicate pertinent issues to membership via the SHARE newsletter 	23 ILAC 3030.215 f) 3) D) i

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Enforce ILL Code standards.	<ul style="list-style-type: none"> - Maintain regular contact with member libraries to help ensure understanding and compliance with the ILLINET Code - Monitor ILL violation reports and when necessary work with member libraries to ensure compliance, while also mediating between member libraries in the event of disputes - Monitor the submission of the annual ILLINET Interlibrary Loan Traffic Survey 	23 ILAC 3030.215 f) 3) D) i

eResources

Goal: Increase eResource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
<p>Pursue shared eResources opportunities to all multitype member libraries.</p>	<ul style="list-style-type: none"> - Continue developing consortia sharing electronic resources, as appropriate to meet the needs of interested library members and their patrons - Facilitate user focus groups to review member library eResource preferences, to meet the ongoing needs of system members - Work with state partners to explore additional eResource opportunities - Contact various eResource providers to obtain information about their services to provide to member libraries. - Communicate opportunities by connecting vendors to members through demos and presentations. - Post offers on the website, listservs, and newsletters 	<p>23 ILAC 3030.215 b) 1)</p>
<p>Increase use of eResources in SHARE member libraries including (but not limited to) downloadable content and databases.</p>	<ul style="list-style-type: none"> - Provide onsite assistance to library staff who will then provide training to their patrons - Create a variety of training materials for member library use - Provide members with marketing support of digital products, either through vendor materials or the development of shared best practices. - 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 	<p>23 ILAC 3030.215 b) 1)</p>

E. Membership

The primary focus of this section of the annual grant application must always be on efficient and effective ways IHLS can reach out to membership and provide support to them.

In FY2019, the Membership Services staff doubled, allowing us to reach our membership on a significantly broader level.

In FY2020, Membership Services hopes to build on the work done in FY2019 and provide:

- Continued work with any member library on compliance issues as they relate to those stated in the Administrative Code
- Training for public library trustees in a variety of modalities to determine the most effective methods of reaching that group of stakeholders
- A focused effort to collect and maintain accurate data in L2
- Increased networking opportunities for libraries of all types
- A refreshed connection with our school library members
- Ongoing efforts to identify, offer and promote professional development opportunities for all members
- Provision of workshops on the topic of grant writing for member libraries

Membership

Goal: Review membership of all system agencies on an annual basis.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Support the annual statewide certification process.	<ul style="list-style-type: none"> - Monitor library activities during the certification timeframe - 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.	<ul style="list-style-type: none"> - Explore and test methods of collecting and maintaining accurate membership records in L2 (LibraryLearning, www.librarylearning.info). - Encourage our membership to update their accounts in L2 - Work within the parameters of our developing membership database to consistently update information 	23 ILAC 3030.215 a) 4) A-D)

Goal: Support member libraries in their efforts to provide excellent library service to their stakeholders.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Provide support to membership on an ongoing basis.	<ul style="list-style-type: none"> - Conduct site visits at diverse libraries, focusing on libraries with new directors or libraries facing challenges. It is expected that with additional staff, more attention can be focused on our school library membership - Discuss issues with member libraries that pertain to their compliance with the administrative code and library management - Provide support for networking groups - Work with membership on annual tasks outside of certification (Per Capita Grants, IPLARs, non-resident fee surveys, etc.) 	23 ILAC 3030.215 a) 4) A-D)
Provide information and consulting to agencies interested in pursuing system membership.	<ul style="list-style-type: none"> - Work cooperatively with agencies interested in system membership 	23 ILAC 3030.215 a) 4) A-D)
Increase outreach to public library trustees.	<ul style="list-style-type: none"> - Explore in-person and electronic methods of informing and educating public library trustees - Develop diverse methods of trustee training, communication, and networking 	23 ILAC 3030.215 a) 3) D)

Networking

Goal: Continue to develop relationships with and among the membership.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Provide and participate in networking initiatives throughout the system.	<ul style="list-style-type: none"> - Hold Members Matter meetings at diverse locations through the system on a bimonthly basis - Connect target audiences via regularly scheduled online chats (in various formats) - Participate in regional networking groups 	23 ILAC 3030.215 a) 2)

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

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Encourage professional development and continuing education opportunities for member libraries.	<ul style="list-style-type: none"> - Explore opportunities for shared services in consulting and continuing education - Participate, as appropriate, in committee work that benefits our stakeholders 	23 ILAC 3030.215 d) 1)

Goal: Work with library entities that improve member services

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Attend user group conferences appropriate for our industry and network with fellow colleagues there.	<ul style="list-style-type: none"> - 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), OLAC (OnLine Audiovisual Catalogers), Computers in Libraries, Reaching Forward South, ALA, and the Association for Rural and Small Libraries as funding allows - Grow relationships with organizations worldwide that share our values on resource sharing and innovation 	23 ILAC 3030.215 d) 1)

Continuing Education

Goal: Increase continuing education opportunities as allowed by ISL directive.

<i>Objectives</i>	<i>Planned Activities</i>	<i>System Standard</i>
Identify ways to educate member libraries on applicable state, federal, and administrative laws.	<ul style="list-style-type: none"> - Include one or more state, federal, or administrative law components at Member Day - Explore professional development opportunities regarding state, federal, and administrative laws for school libraries 	23 ILAC 3030.215 d) 1)
Identify or provide opportunities for continuing education and professional development on an array of topics.	<ul style="list-style-type: none"> - Continue to develop annual Member Day - Promote continuing education offered by the Illinois State Library, the Illinois Library Association, and the Association of Illinois School Library Educators - Share information regarding online continuing education opportunities - Explore professional development opportunities for school members - Investigate possible continuing education opportunities for trustees - Investigate innovative resources for professional development 	23 ILAC 3030.215 d) 1)