



## Illinois Heartland Library System

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TO: Board of Directors  
FROM: Leslie Bednar  
DATE: May 22, 2018  
RE: Board Observations -- IHLS FY2019 Operational Plan

Last week we shared the IHLS FY2019 Operational Plan and asked for feedback in advance of the board meeting. Below please find your questions and our replies. We will review each point when we get to 14.4 on today's meeting agenda.

*(pg.4) Website development activity---if this has not already been done----a survey of member ideas on web site product.*

**IHLS team: We propose to add the following planned activity to the Objective: Review and release RFP for website development : *Reach out to stakeholders through survey and via focus groups regarding effectiveness of new website design.***

*(pg. 15) Promote Growth in SHARE*

*Do you believe that financial concerns are the most significant factor in a library choosing a stand-alone or maintaining a manual system? If there might be other factors, we could maybe work towards overcoming those.*

**IHLS team: We propose to add the following planned activity to the Objective: Continue to promote the growth of SHARE: *Work with stakeholders to access barriers to SHARE membership beyond financial restraints. Develop strategies to better understand and appreciate member constraints.***

*(pg. 14) Encouraging Resource Sharing. Can you explain more fully the "non-resident borrower card purchase location on IHLS website." Is there something on the site now or is this a totally new idea?*

**IHLS team: We propose to add the following planned activity to the Objective: Encourage resource sharing: *Expand background information on non-residency on IHLS website.***

Thank you for your consideration.

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IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

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