FY2020 Operational Plan

A. Administration

Administrative Services are the system backbone that supports all internal operations and monitor external connections. The staff of these departments complete tasks that are routine, yet complex, on a regular basis and those efforts ensure that system services run smoothly for staff and membership. New initiatives for FY2020 will include:

- In Communications: The development of social media and marketing communications policies and the reinvention of "Connect with Leslie"
- In Advocacy: The development and implementation of a community outreach plan
- In HR: The adoption and execution of a new evaluation process
- In Finance: An outreach effort to provide financial management information for member libraries
- In IT: The redesign of the IHLS website

Communications

Goal: Communicate effectively and efficiently with IHLS stakeholders.

Objectives	Planned Activities	System Standard
Develop new website in partnership with IT.	- Analyze web content for potential revision - Create dynamic content and graphics	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"	23 ILAC 3030.215 a) 3) G)
Inform stakeholders on what is happening at the system, statewide and national levels.	- Produce and distribute monthly newsletter to members - Produce and distribute monthly newsletter to IHLS staff - Continue public library trustee and other stakeholder communication focus - Improve access to trustee contact information	23 ILAC 3030.215 a) 3) G) 23 ILAC 3030.215 d) 1)

Work cooperatively with ISL, RAILS and other stakeholders to promote consulting and continuing education opportunities for members.	- Support statewide library initiatives as opportunities are presented - Promote IHLS involvement through various communication channels	23 ILAC 3030.215 d) 1)
Strategically utilize IHLS social media as a communication tool.	- Continue effective use of social media to promote services and informational updates to members - Utilize social media analytics as a guide to effective and stakeholder-desired content	23 ILAC 3030.215 a) 3) G)
Develop an integrated marketing communications strategy.	- Develop an integrated marketing communication plan - Develop a social media policy	23 ILAC 3030.215 a) 3) G)

Goal: Advocate for the organization and our members.

Objectives	Planned Activities	System Standard
Increase visibility and support in our service area.	- Develop a plan for community outreach - Continue a return on investment program (ROI) that will reach out to all members - Support advocacy and education by looking for new and innovative means of marketing	23 ILAC 3030.215 a) 3) D)
Create a group of library advocates.	- Train staff to become advocates - Support events that provide opportunities for advocacy (legislative meetups, Chambers of Commerce, etc.)	23 ILAC 3030.215 a) 3) D)
Advocate for member libraries.	- Share advocacy resources with membership - Provide networking support for libraries interested in developing advocacy initiatives	23 ILAC 3030.215 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	System Standard
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 the 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 training focused on personal development	23 ILAC 3030.215 a) 3)
Enhance organizational culture.	- Maintain monthly site visit schedule - Create a recognition process to show appreciation to the staff - Conduct annual Staff Day - Promote team-building activities	23 ILAC 3030.215 a) 3)
Maintain high levels of institutional knowledge within the organization.	- Create monthly recognition programs (listed above) - Conduct cross-training and OTJ (on the job training) for staff	23 ILAC 3030.215 a) 3)

Board Support

Goal: Provide support for IHLS board members.

Objectives	Planned Activities	System Standard
Streamline committee and board meeting processes.	- Provide support for monthly meetings of the board and committees	23 ILAC 3030.250 (outside of core standards)
Support communication between board and executive staff.	- Share monthly meeting calendars with the board and appropriate staff - Provide support for monthly meetings of the board and committees	23 ILAC 3030.250 (outside of core standards)
Ensure compliance with library, and local rules and regulations and federal or state laws.	- Post meeting packets and approved meeting minutes within timeframes outlined in Open Meetings Act - Confirm completion of the Open Meetings Act training - Confirm completion of the Statement of Economic Interest	23 ILAC 3030.250 (outside of core standards)

Goal: Retain and purge materials on an approved schedule.

Objectives	Planned Activities	System Standard
Ensure all data is handled in compliance with approved records retention policies.	- Complete process to identify records eligible for destruction and submit for a certificate of destruction	23 ILAC 3030.265 (outside of core standards)

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	System Standard
Promote good stewardship of public funds.	- Explore opportunities for the creation of friends group or foundation to further support IHLS - Research and analyze insurance and investment options for staff and the organization	23 ILAC 3030.260 (outside core standards)
Complete and present practical financial reporting in a timely manner.	- Present FY2019 Audited Financial Statements to IHLS Board and submit to the Illinois State Library at the end of September 2019 - Record accurate financial transactions while monitoring account balances including, but not limited to, General, CMC, OCLC, and SHARE - Process payroll in-house biweekly and prepare payroll tax filings - Submit all special revenue grant reports to Illinois State Library 15 days after each fiscal quarter ends - 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 - Draft FY2021 Operation Budgets timeline and budget draft for presentation to the board - Arrange registration, transportation, lodging, and purchase supplies for staff and board	23 ILAC 3030.260 (outside core standards)

Goal: Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

Objectives	Planned Activities	System Standard
Evaluate various member libraries' financial literacy.	- Research member libraries' financial management practices and knowledge - Research tools to empower and equip member libraries for improved financial management practices	23 ILAC 3030.215 d) 1)

Grants

Goal: Consistent communication of available grants.

Objectives	Planned Activities	System Standard
Provide awareness of grant opportunities for member libraries.	- Develop and submit grant opportunities on behalf of IHLS that support the organization's goals and objectives - Promote grants appropriate to our 524 multitype members via all communications channels - Present grant writing workshops to member libraries	23 ILAC 3030.215 d) 1)

Information Technology (IT)

Goal: *Provide the IT support necessary for IHLS and SHARE to function efficiently.*

Objectives	Planned Activities	System Standard
Provide support for core system services.	- Provide software and technical assistance for SHARE services - Provide remote support through applicable software to IHLS staff at all office locations - Maintain internal and external web services for IHLS and SHARE - Track and repair problems reported by SHARE membership using SHARE helpdesk software - Collaborate with Operations to maintain the driver counting project utilizing tablets and to implement new features based on feedback - Support telephone servers, internal file servers, cloud services, and other servers and services vital to IHLS - Support communication electronically using technologies like Zoom and the H.323 bridge hosted by RAILS - Engage in existing continuing education opportunities including LinkedIn Learning and Fred Pryor - Develop a database for internal tracking of all aspects of membership and subscriptions - Upgrade all SHARE-related servers to Microsoft Windows Server 2019 - Network in the state and nationally to expand resource sharing	23 ILAC 3030.215 a) 5)

Goal: *Implement new design to IHLS website.*

Objectives	Planned Activities	System Standard
Implement outcomes of website RFP (Request for Proposal) results.	- Develop internal group of staff to review RFP results - Select, notify and execute contract with the successful bidder - Conduct user experience research for new website design	23 ILAC 3030.215 a) 5)
Support Domain Name Services (DNS) for member libraries	- Support member libraries with the purchase, renewal, and maintenance of Domain Name Services (DNS) using the Dreamhost account set up for non-profit libraries	23 ILAC 3030.215 a) 5)

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 the information and resources needed. The focus of bibliographic services provided by IHLS will include:

- Bibliographic support, 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 (IDA). The CMC will provide information and training on bibliographic cataloging and metadata formation

Cataloging Services for SHARE

Goal: Provide cataloging services for SHARE member libraries, including transitional libraries, and increase the usability of the SHARE database to ultimately increase resource sharing.

Objectives	Planned Activities	System Standard
Maintain exceptional database integrity to improve user access to information resources, with minimal duplicate bibliographic / authority records or "less than full level" bibliographic records.	- Identify and merge duplicate bibliographic and authority records in the SHARE database - Replace substandard local records with full level bibliographic records. - Import weekly authority record changes and correct as necessary - Upgrade records to reflect current cataloging standards such as RDA (Resource, Description and Access) - Create and maintain local series authority records for titles found in the SHARE database	23 ILAC 3030.215 c) 3)
Set OCLC holdings for SHARE members in a timely manner.	- Pursue alternative options to TMQ (The MARC of Quality) OSMOSIS reports via Polaris development - Correct bibliographic records as found on reports from TMQ	23 ILAC 3030.215 c) 9)

Catalog Training for SHARE Members

Goal: Maintain rigorous cataloging standards that include continuing education 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	System Standard
Offer member library staff comprehensive training in current bibliographic standards, both local and national, in order to maintain the required 15 hours of continuing education in cataloging per fiscal year.	- Provide Monthly Cataloging Sessions - Present classes on Book Cataloging, Authority Records/Subject Analysis, and Dewey Decimal Classification. - Keep abreast of changes in cataloging via staff continuing education opportunities to educate member library catalogers - Offer Cataloging Workdays	23 ILAC 3030.215 c) 6)
Help member library staff correctly search and match to bibliographic records found in the SHARE database based on item in hand or question from a patron.	- Teach classes, including Searching and Matching, Item Records, and Reports - Provide digital and in-person training opportunities to reach the widest possible number of SHARE member library staff.	23 ILAC 3030.215 c) 6)

Cataloging Maintenance Center

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

Objectives	Planned Activities	System Standard
Improve user access to information resources in LLSAP (local library system automation projects) databases by removing duplicate bibliographic / authority records or "less than full level" bibliographic records	- Provide full level OCLC records for substandard local records from library system LLSAP databases - Maintain statistics documenting requesting agency and number of bibliographic records upgraded	23 ILAC 3030.215 c) 3)
Establish user access to Illinois libraries' special collections.	- Catalog items set holdings in OCLC WorldCat, and supply RAILS LLSAP staff with the resultant bibliographic records, or import the bibliographic records into the IHLS SHARE database for SHARE members - Transport special collections materials to and from the CMC via library system delivery service - Travel to libraries to catalog materials too fragile or unique for transport via delivery - Publicize CMC services via library systems' newsletters, conference presentations, and networking events. - Maintain statistics documenting the requesting agency and the number of items cataloged	23 ILAC 3030.215 c) 8)
Contribute at least 100 name or uniform title authority records annually to the Library of Congress Authority File for improved resource sharing.	- Submit new name records to NACO (Name Authority Cooperative Program) - Distribute authority records via OCLC Connexion and, when necessary, supply the resultant records to LLSAP staff for importation - Maintain statistics documenting authority record creation.	23 ILAC 3030.215 c) 3)

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

Objectives	Planned Activities	System Standard
Establish metadata for items added to IDA database to increase user access to digitized information.	- 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.

Objectives	Planned Activities	System Standard
Offer Illinois library staff training in generalized bibliographic services, cataloging, and metadata.	- 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.

Objectives	Planned Activities	System Standard
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.	- 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)

Goal: Provide accurate information and educational tools to support delivery.

Objectives	Planned Activities	System Standard
Revise the delivery section of the IHLS website.	- 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.	- 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	- 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.

Objectives	Planned Activities	System Standard
Review L2 data annually.	- 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.

Objectives	Planned Activities	System Standard
Encourage 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 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

Objectives	Planned Activities	System Standard
Provide a framework for members to participate in a state-of-the-art integrated library system.	- 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.

Objectives	Planned Activities	System Standard
Continue to promote the growth of SHARE.	- 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).

Objectives	Planned Activities	System Standard
Educate members about the ILL Code.	- 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 the membership via the SHARE newsletter	23 ILAC 3030.215 f) 3) D) i

Objectives	Planned Activities	System Standard
Enforce ILL Code standards.	- 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.

Objectives	Planned Activities	System Standard
Pursue shared eResources opportunities to all multitype member libraries.	- 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	23 ILAC 3030.215 b) 1)
Increase use of eResources in SHARE member libraries including (but not limited to) downloadable content and databases.	- 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	23 ILAC 3030.215 b) 1)

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 identity, 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.

Objectives	Planned Activities	System Standard
Support the annual statewide certification process.	- 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.	- 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.

Objectives	Planned Activities	System Standard
Provide support to membership on an ongoing basis.	- 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.	- 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 - 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.

Objectives	Planned Activities	System Standard
Provide and participate in networking initiatives throughout the system.	- 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.

Objectives	Planned Activities	System Standard
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 benefits our stakeholders	23 ILAC 3030.215 d) 1)

Goal: Work with library entities that improve member services

Objectives	Planned Activities	System Standard
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), 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.

Objectives	Planned Activities	System Standard
Identify ways to educate member libraries on applicable state, federal, and administrative laws.	- 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)

Objectives	Planned Activities	System Standard
Identify or provide opportunities for continuing education and professional development on an array of topics.	- 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)