

IHLS VISION, MISSION, AND VALUES

DRAFT, JANUARY 9, 2015

At its meeting on January 9, 2015, the Illinois Heartland Library System agreed on the following draft vision, mission, and values.

IHLS Vision

IHLS empowers libraries to embrace innovation and collaboration.

IHLS Mission

To provide quality library services for Illinois residents, IHLS serves multi-type libraries by developing partnerships, advocating for libraries, supporting access to shared resources, and promoting innovation.

IHLS Statement of Values

IHLS is committed to:

- Supporting member libraries
- Leadership and teamwork
- Innovation and resource sharing
- Transparency and fiscal responsibility
- Clear and open communication with members, staff, and other stakeholders
- A service oriented and collaborative environment
- Advocating for quality library service
- Honor and integrity in all actions

Work Plan
Heartland Strategic Plan
Revised January 13, 2015

Focus Groups

Task	Who	Date	Comment
Logistics Contact site libraries Arrange refreshments Arrange supplies Flip charts Markers Blue tape Name tags Registration names Verify we can tape on walls	Heartland	ASAP or by February 1	Assuming that the first Focus Group is in Edwardsville, we can pick up all the supplies we need for the focus groups and take them with us and then leave them at the last site.
Draft focus group discussion guide and invitation	Liz and Nancy	January 23	Suggested topics are in the notes of the Smart Start meeting
Review and return comments	Heartland	January 29	We prefer that all comments be combined and we receive one set of comments. Any staff disagreements should be settled by IHLS.
Contact potential participants	Heartland	Begin in early February after the sites have been confirmed. Try and have all participants confirmed by March 1 . Begin with invitations to specific librarians from different types of libraries. In mid-February, issue an open invitation if not enough people have registered.	No IHLS staff. No IHLS board members although staff from Board member libraries can attend. Discourage more than one person from a library. Generally looking for directors/managers, however, one of the participants who contributed most in a focus group was a shelver, so this is not a hard and fast rule.
Hold focus groups	Liz and Nancy	March 9-13	
Write draft report	Liz and Nancy	March 21	This will be a report of findings with minimal analysis.

Member Survey

Task	Who	When due	Comments
Draft Survey	Liz and Nancy	By April 6	This will include draft questions and a cover memo. The suggested topics are in the Smart Start notes
Review survey	Heartland	By April 13	We prefer that all comments be combined and we receive one set of comments. Any staff disagreements should be settled by IHLS.
Pre-test	Heartland will provide names of about 5 people to do the pre-test of the survey. Liz and Nancy will draft a memo to send to the testers.	Names to Nancy and Liz no later than April 18. We will ask for responses by April 22.	Please call the pre-testers in advance and ascertain their willingness to do pre-test and when to expect it so we do not get rejections.
Distribute email with the survey instruction and survey link	Heartland	May 1	
Send reminders	Heartland	This could be as often as IHLS wishes but at least once	
Survey end		May 22	Survey will close and no more responses will be accepted.
Analyze and draft report of survey	Liz and Nancy	Summary report due June 19	Summary report, without recommendations

Staff Survey

Task	Who	When due	Comments
Draft Survey	Liz and Nancy	By April 6	This will include draft questions and a cover memo. Suggested topics are in Smart Start notes.
Review survey	Heartland	By April 13	We prefer that all comments be combined and we receive one set of comments. Any staff disagreements should be settled by IHLS.
Pre-test	Suggest that Kathy (HR) and	Names to Nancy and Liz no later	Please confirm staff participation in the pre-test.

	2 other senior managers pre-test the survey. Liz and Nancy will draft a memo to the pre-testers.	than April 18. We will ask for response by April 22.	
Distribute survey	Heartland	May 1	The survey will be available both on-line and as a PDF that Heartland can print out. Responses that are completed on hard copy can be entered into Survey Monkey by Heartland staff or, to preserve confidentiality, we can hire someone at an hourly wage (\$25) to enter the data.
Send reminders	Heartland	This could be as often as IHLS wishes but at least once	
Survey end		May 15	Survey will close and no more responses will be accepted.
Analyze and draft report of survey	Liz and Nancy	Summary report due June 19	Summary report will be prepared, but no recommendations.

Combined timeline: For details, see the individual work plans

<u>Date</u>	<u>Who</u>	<u>Task</u>
January 23	Liz and Nancy	Draft focus group discussion guide and invitation
January 29	Heartland	Send comments on focus group discussion guide and invitation letter.
ASAP or by Feb First	Heartland	Confirm sites for focus groups
Early February through March 1	Heartland	Invite participants, finalize logistics
March 9-13	Liz and Nancy	Focus group visit
March 21	Liz and Nancy	Summary of focus group visits sent to Heartland
April 6	Liz and Nancy	Draft survey questions for member and staff survey
April 13	Heartland	Send back comments on draft survey questions
April 18	Heartland	Send name for pretests (5 for member libraries) – Use Admin staff for staff survey)
April 22	Liz and Nancy	Finish pretests
May 1	Heartland	Send out surveys to members and staff
May 15	Staff	Staff survey period ends
May 22	Members	Member survey period ends

June 19	Liz and Nancy	Survey report
June 19	Liz and Nancy	Draft report including summary of focus group and survey results with recommendations
June 24	Heartland	Comments on draft report
July 2	Liz and Nancy	Final report for planning committee
July 8-9	Liz and Nancy and Planning Committee	Planning retreat
August 1	Liz and Nancy	Final draft of plan for review