

# ANNUAL PLAN



Colorado Library Consortium

**FY 2017-18**

**HELPING LIBRARIES ACHIEVE GREATNESS IN  
THEIR COMMUNITIES**

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## HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES

As CLiC enters its 2017-18 fiscal year, the organization is guided by long-range strategic priorities approved by the Board in February 2017.

**Combined, the Long Range Strategic Plan and this Annual Plan document serve as-guides for CLiC's services**, fulfilling the organization's requirements according to Code of Colorado Regulations 1 CCR 301-22.

Annual Plan and Proposed Budget approved by the CLiC Governing Board on June 20, 2017

A handwritten signature in black ink that reads "James Duncan". The signature is written in a cursive style and is positioned above a horizontal line.

James Duncan, Executive Director

## VISION

Helping libraries achieve greatness in their communities

## MISSION

Connecting. Energizing. Inspiring. Services for libraries throughout Colorado.

## CORE VALUES

- Deliver friendly service
- Seek opportunities for collaboration
- Support growth and discovery
- Celebrate successes
- Save money for libraries
- Blend work & play to create fun

## SERVICE GOALS

### ASPENCAT ILS (INTEGRATED LIBRARY SYSTEM) SUPPORT

#### Powering small libraries

Joining the AspenCat union catalog transforms a library's collection. Equivalent to the second-largest public library in the state with more than 1.4 million items, AspenCat demonstrates that small libraries together become powerful. Participating small libraries improve access to library materials for their patrons, virtually exploding the size of their collections.



- Improve member libraries' comfort and competency using AspenCat through a series of training sessions that include in person trainings, virtual trainings, regional AspenCat workshops, and the AspenCat in-person User's Group Meeting.
- In preparation for migrating to an upgraded version of Koha, continue to find efficiencies both in CLiC's customer service model and the underlying technical setup of Koha. This will allow for a smoother migration process and the ability to still provide a high level of customer support via the ticketing system during and after the transition to the upgrade version.
- To improve discoverability of library material, the AspenCat team will continue to innovate new methods for cleaning up the catalog database in collaboration with member libraries.
- To grow and sustain AspenCat, new member libraries will be added that are a good fit for the AspenCat community at a rate that ensures continuity in the high standards of customer support CLiC provides for all member libraries.

### CONTINUING EDUCATION

#### Growing library staff

Spring Workshops in Grand Junction, Fort Morgan and Pueblo are the must-attend events each spring. Rich content delivered by experts inspires attendees to be creative and innovative in their libraries. Staff return from workshops invigorated and eager to improve the library experience in their communities. With its ear to the ground, CLiC also develops custom content to meet the specific needs of library staff.



- Continue to provide enriching content and opportunities for library staff regionally in three diverse locations (annual Spring Workshops). Bring content and opportunities for library staff to connect and share ideas. Ensure that fiscal responsibility also plays a role in the planning and execution of each event.
- To complement Spring Workshops, encourage feedback from libraries via staff to develop topics of need, while also recognizing that CE needs are a "moving target" in the sense that topics, organizational values, and staffing may be shifting.

- CLiC will collaborate with organizations whose mission/vision complement CLiC's core values, most specifically "Support Growth and Discovery." In doing so, CLiC will provide support via scholarships and sponsorships to sustain the CE programs and services of these organizations.

## CONSULTING

### On the ground, in the library, at the point of need

Consultants create connections for libraries: one-on-one site visits or one-with-many gatherings, facilitating connections between libraries or service providers. Consultants share their expertise, inform about library trends, teach skills, support library initiatives, and most of all, listen.



- To increase visibility and connectivity with school libraries, CLiC staff will tailor a communication plan/strategy to enhance relationships.
- Establish CLiC as a consistent presence at state-level conferences, in order to advocate for libraries and inform community stakeholders about the variety of services CLiC offers for all libraries in Colorado, including personalized consulting.
- To address both big picture and practical library needs, consultants will finalize development of a new directors' guide.
- To promote HR consulting services, CLiC will develop a strategy to increase awareness, promote the service and consistently deliver relevant content.

## COURIER

### Sending and receiving right from libraries' back doors

Few services are as ubiquitous or as cost effective as the Courier, the physical delivery side of interlibrary loan. Annually, CO libraries lend or borrow millions of items from one another: books, CDs, DVDs and more. Hundreds of libraries throughout CO receive service three, four or five days a week.



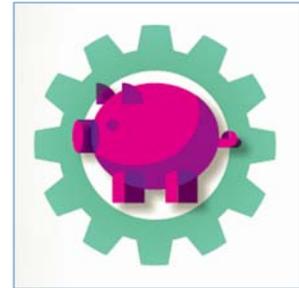
- CLiC staff will create best practices videos use by library staff, as well as the contracted courier providers, to help ensure proper processes are used for the Colorado state-wide courier program.
- By creating documentation that outlines CLiC's expectations for contracted courier providers and by implementing fully the new ticketing system, CLiC will hold itself, hold libraries, and hold courier providers accountable for participation in the state-wide courier service.

- CLiC staff will continue to explore ways to adjust the courier pricing structure, including the potential for establishing a new “advance request” service level for low-volume libraries, to help the courier run more efficiently.
- CLiC staff will update courier policies related to reporting lost and damaged material, review all other web site content related to the courier, and provide libraries with any other updated, concise courier policies

## COOPERATIVE PURCHASING

### Saving money has never been easier for libraries

Through CLiC, libraries are buying bulk and saving. From vendor discounts, to packages of databases and specialized e-resources, CLiC’s pre-negotiated bargains are a significant savings for libraries as compared to buying direct. Bonus: CLiC staff members provide support and training associated with certain products.



- CLiC staff will continue to evaluate new cooperative-purchase products and negotiate with vendors when possible to bring the lowest possible pricing to libraries.
- CLiC staff will assist a minimum of 10 libraries in evaluating their websites to help efficiently market the library’s electronic resources.
- CLiC staff will develop a short series of stories about savings achieved by libraries subscribing to various products through CLiC’s cooperative purchase offerings. These stories will be based on data, financials and testimonials.
- CLiC staff will plan a minimum of 12 training sessions tailored to library staff, with a focus on effective use of specific e-resources.

## INNOVATIONS AND INITIATIVES

### Pushing the envelope on behalf of libraries

Staff members constantly scan the horizon for opportunities to enhance library services and collections. Special projects are captured here.

- CLiC will continue its rebranding initiative. Activities will include redesign and migration of the CLiC web site to a new platform, examination of CLiC’s social media & communication channels, and more.
- Starting with a focused Wifi-related project, CLiC will continue to examine needs surrounding technology support in small, rural libraries; evaluate issues; and explore the potential for solutions that are focused, affordable and sustainable.

