

# ANNUAL PLAN



Colorado Library Consortium

**FY 2018-19**

**HELPING LIBRARIES ACHIEVE GREATNESS IN  
THEIR COMMUNITIES**

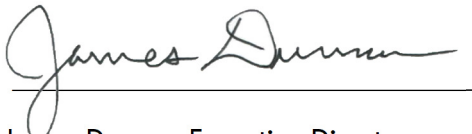
# ANNUAL PLAN

## HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES

As CLiC enters its 2018-19 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 19, 2018



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.



- Refine plans for migrating the system to an upgraded version of Koha, actively communicating with member libraries. Ensure that companion systems (SkyRiver, Pika, OpenSesame, others) are integrated. Strive for high degree of reliability so that libraries' services to their patrons remain consistent.
- Train member libraries' on new aspects of AspenCat system through a variety of mechanisms, including selected in-person trainings, virtual trainings, regional AspenCat workshops, and the AspenCat in-person User's Group Meeting.
- 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.

## COLLEAGUE ON CALL 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 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.
- Establish a "feedback loop" to gather data about impacts on libraries receiving consulting services by implementing a brief follow-up survey.
- Gather stories about libraries visited and served by CLiC staff providing consultations.

## 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.

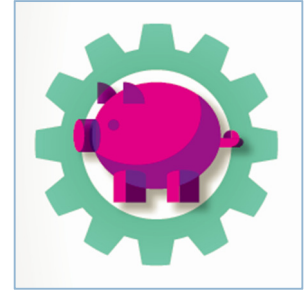


- Create best practices videos or other forms of visual training content for use by library staff to help ensure proper processes are used for bundling materials, labeling with correct routing slips, and related activities.
- Plan, develop and implement a new and/or improved courier routing slip "creation" system available online.
- Explore ways to advance the timeline for gathering ILL data describing material handling volume among participating libraries, and work to estimate courier pricing earlier in the calendar, so that libraries can better plan their budgets.
- Review and enhance customer service procedures and communications, including mechanisms for reporting lost and damaged material.

## 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.



- Continue to evaluate new cooperative-purchase products and negotiate with vendors when possible to bring the lowest possible pricing to libraries.
- Assist a minimum of 10 libraries in evaluating their websites to help efficiently market the library's electronic resources.
- 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.
- 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 wrap up its rebranding initiative. Activities will include examination of CLiC's social media & communication channels, and more.
- Building on success of its wifi-management services, 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.

