ANNUAL PLAN

CLiC

Colorado Library Consortium

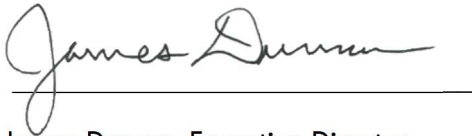**HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES**

Annual Plan

HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES

As CLiC enters its 2019-20 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 26, 2019.

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 1.2 million items, AspenCat demonstrates that small libraries and schools together become powerful. Participating small libraries and schools improve access to library materials for their patrons, virtually exploding the size of their collections.
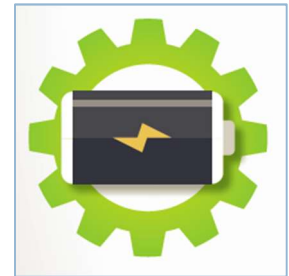
- Explore ways to improve the AspenCat service package. Solicit feedback on development opportunities from member libraries. Work with other Community Koha users to collaborate on paying for useful developments. Continue to seek out new companion systems that fit within AspenCat and ensure reliability from existing companion systems (SkyRiver, Pika, Cloud Library, others)
- 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 Conference.
- Engage the Colorado library community and the Koha community. Explore opportunities to work with Colorado Koha users and explore connecting to non-Koha libraries through platforms like Prospector. Work with the Koha US organization and other Koha users to identify mutually-beneficial developments within Koha.
- To grow and sustain AspenCat, new member libraries and schools 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.
- Refine messaging about savings achieved by libraries and schools participating in the AspenCat service. This messaging will be based on data, financials and testimonials.

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 and schools. 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 and school staff.

- Develop education and support resources aligned with the Colorado Census 2020 initiative, particularly focused on rural parts of the state and hard-to-count populations.
- Continue to provide enriching content and opportunities for library staff regionally in three diverse locations (annual Spring Workshops). Bring content and opportunities for library and school 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 and schools 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/schools or service providers. Consultants share their expertise, inform about library trends, teach skills, support library initiatives, and most of all, listen.
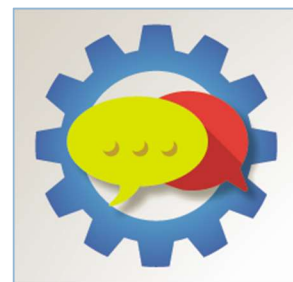
- To address both big picture and practical public library needs, consultants will help finalize development of a new directors' guide.
- To promote HR consulting services, CLiC will execute and refine a strategy to increase awareness, promote the service and consistently deliver relevant content.
- Revisit and revise the "feedback loop" established in FY2018-19 to gather data about impacts on libraries and schools receiving consulting services.
- Gather stories about libraries and schools visited and served by CLiC staff providing consultations.
- Recruit and hire to fill the Western Regional Consultant vacancy.

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 and schools throughout CO receive service three, four or five days a week.
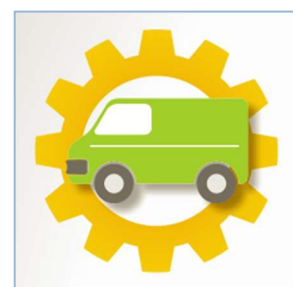
- Create best practices videos or other forms of visual training content for use by library staff to help ensure proper processes are used for bundling materials, labeling with correct routing slips, and related activities.
- Assess benefits for a new and/or improved courier routing slip "creation" system available online. Evaluate technology solutions required to implement.
- 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.
- Recruit and hire to fill a newly-created Courier Support Associate position.

COOPERATIVE PURCHASING

Saving money has never been easier for libraries

Through CLiC, libraries and school districts 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 and schools as compared to buying direct. Bonus: CLiC staff members provide support and training associated with certain products.
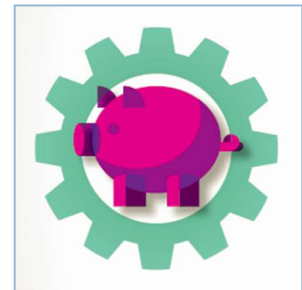
- Continue to evaluate new cooperative-purchase products and negotiate with vendors when possible to bring the lowest possible pricing to libraries and schools.
- Develop a workshop to teach libraries how to better market the library's electronic resources through their web sites.
- Refine messaging about savings achieved by libraries and schools subscribing to various products through CLiC's cooperative purchase offerings. This messaging will be based on data, financials and testimonials.

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 pursue an advocacy strategy designed to reinforce the return on investment (ROI) of the organization and impacts of its services to the library community and Colorado. Activities will include examination of CLiC's social media & messaging, and more.

- Building on successful deployment of its wifi-management services, CLiC will evaluate new hardware & software options and consider expansion -- balancing library needs with a focused assessment on requirements, including staff time, for the service to remain sustainable.