

ANNUAL PLAN



Colorado Library Consortium

FY 2021-22

**HELPING LIBRARIES ACHIEVE GREATNESS IN
THEIR COMMUNITIES**

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As CLiC enters its 2021-22 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.

The Annual Plan and FY21-22 Budget was approved by the CLiC Governing Board on June 9, 2021.



James Duncan, Executive Director

VISION

Helping libraries achieve greatness in their communities

MISSION

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

CORE VALUES

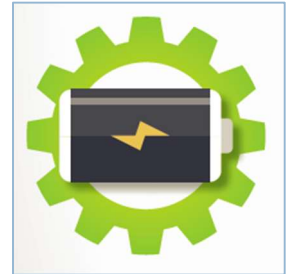
- Deliver friendly service
- Seek opportunities for collaboration
- Support growth and discovery
- Celebrate successes
- Save money for libraries
- Blend work & play to create fun

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.
- Train member libraries on new aspects of the AspenCat system through a variety of mechanisms, including selected in-person trainings, virtual trainings, regional AspenCat workshops, and the AspenCat Conference.
- Migrate 22 Department of Corrections institutional libraries to AspenCat. Coordinate with vendors on custom developments required under security and privacy guidelines established by the DOC. Provide training and custom documentation as required.
- 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 of CLiC's high standards for customer support.
- Refine messaging about savings achieved by libraries and schools participating in the AspenCat service. This messaging will be based on data, financials and testimonials.

TALENT DEVELOPMENT

Growing library staff

Spring Workshops in Grand Junction, Fort Morgan and Pueblo historically have served as must-attend events each spring. During any periods of public health uncertainty, when in-person events are discouraged or unsafe, CLiC staff must seek alternative strategies for delivering rich CE content designed to inspire rural library staff to be creative and innovative in their work, and for creating peer connections.



- Develop deeper organizational understanding about the effectiveness of various instructional approaches and how adults learn, to inform CLiC's future talent development strategies.
- Utilizing standard agile development cycles (meet, plan, design, develop, test, evaluate, rinse and repeat...) & experiment with talent development activities within CLiC's varied service

areas. Avoid duplicating or competing with CE/training events produced by other library organizations.

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

COLLEAGUE ON CALL CONSULTING

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

Consultants create connections for libraries: one-on-one virtual or in-person 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.



- Step back and take an "organizational development" approach to evolving the ConC Consulting service to address known and emerging needs expressed by libraries.
- Revisit and revise the "feedback loop" established in FY2018-19 to gather data about impacts of ConC Consulting for libraries and schools receiving consulting services.
- Continue to identify emerging trends in rural libraries and continue developing resources and solutions that build on existing internal consultant resources.
- Gather stories about libraries and schools 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 and schools throughout CO receive service three, four or five days a week.



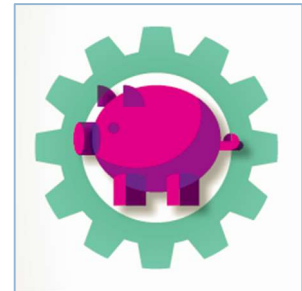
- Continue planning, research and development of an all-new "courier management system" to replace CLiC's legacy online system. As part of this effort, assess library needs for a new and/or improved courier routing slip "creation" system available online. Evaluate technology solutions required to implement.
- Refine messaging about savings achieved by libraries and schools participating in the Courier service. This messaging will be based on data, financials and testimonials.

- To track volatility and the potential for recovery in resource sharing among participating libraries due to the global pandemic, explore ways to routinely expose and analyze material handling data from the major ILL transaction streams in CO (Prospector, Marmot, AspenCat and others). Advance the timeline for aggregating ILL data, and estimate courier pricing earlier in the calendar so that libraries can better plan their budgets.
- Continue to review, enhance, and refine customer service procedures for addressing communications with libraries and service partners, including mechanisms for reporting and internally managing the occasional lost and damaged material situation.

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.
- Continue refining approaches to teaching and guiding libraries how to better market through their web sites their electronic resources, in an effort to improve access.
- 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 continue pursuing a multi-year 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 include development and implementation of new social media & messaging practices, and more.
- CLiC will evaluate new hardware & software options and develop a plan for migrating existing libraries utilizing the managed Wifi service to a new managed system.

