

ANNUAL PLAN



Colorado Library Consortium

FY 2023-24

**HELPING LIBRARIES ACHIEVE GREATNESS IN
THEIR COMMUNITIES**

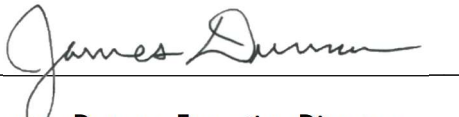
ANNUAL PLAN

HELPING LIBRARIES ACHIEVE GREATNESS IN THEIR COMMUNITIES

As CLiC enters its 2023-24 fiscal year, the organization is guided by long-range strategic priorities approved by the Board in February 2017 and revised in 2022.

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 FY23-24 Budget was approved by the CLiC Governing Board on June 14, 2023.



James Duncan, Executive Director

VISION

Helping libraries achieve greatness in their communities

MISSION

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

CORE VALUES

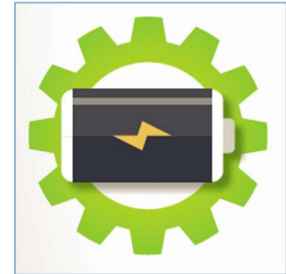
- Deliver friendly service
- Seek opportunities for collaboration
- Support growth and discovery
- Celebrate successes
- Save money for libraries
- Blend work & play to create fun

SERVICE GOALS

ASPENCAT ILS (INTEGRATED LIBRARY SYSTEM) SUPPORT

Powering small libraries

Joining the AspenCat union catalog transforms a library's collection. Offering access to more than 1.6 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 organizations globally to collaborate on paying for useful developments.
- Continue onboarding/training of new AspenCat staff. Restructure as needed AspenCat team operations to refine roles & responsibilities.
- 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.
- Continue to work with the State Library's Institutional Library Development Unit and staff at 22 Colorado Department of Corrections institutional libraries. Develop plan for supporting the activation of resource sharing/ILL with these libraries. Continue to identify custom developments required by the CDOC to ensure ongoing compliance with security and privacy policies, and to accommodate local facility operations. Provide customized 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

Evolving needs for professional development and training, as expressed by libraries, require CLiC staff to seek enhanced strategies for delivering rich content designed to inspire, educate and empower rural library staff to be creative and innovative in their work, and for creating peer connections.



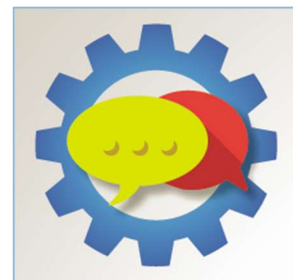
- Innovate CLiC's approaches to training utilizing adult learning theory & practice, instructional design, in-person & virtual training, and techniques.

- Develop broad organizational consistency and effectiveness utilizing various instructional approaches, tailored to how adults learn. Define, implement and test CLiC's talent development strategies. Retain CLiC's branding throughout.
- Avoid duplicating or competing with PD/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 PD 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.



- Understanding known and emerging needs expressed by libraries, utilize team approaches to consulting that respect the individual trust relationships between consultant and library while leveraging the broader expertise of the entire team, along with specialist knowledge throughout the rest of the CLiC organization.
- 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.
- Integrate techniques and approaches for effective adult learning within the ConC team's activities and at various statewide training venues.

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.



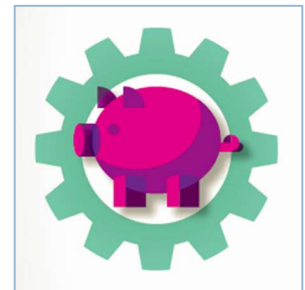
- Finalize new "courier management system" functionality to replace CLiC's legacy online system, including annual service renewal requests, courier code lookups and new and/or improved courier routing slip "creation" features, as well as broadcast messaging to libraries.

- Refine advocacy collateral and stories about savings achieved by libraries and schools participating in the Courier service. This messaging will be based on data, financials and testimonials. Include impacts to courier as a result of increased state funding and investment in Colorado’s resource-sharing infrastructure.
- In the midst of a shifting landscape of library resource sharing, continue tracking volatility among participating libraries due to the global pandemic and local factors. Continue to 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 for communities.
- 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.
- Evaluate options for migrating to a new CPQ (configure, price, quote) system to better align with other enterprise systems (CRM, accounting).

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.

- Implement selected customer relationship management (CRM) system as the basis for a new, cross-organization source of reliable data about libraries served by CLiC's varied services.
- Begin to develop multimedia assets designed to enhance adult learning of various topics associated with CLiC services. Track utilization and evaluate effectiveness of preliminary assets.
- 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 implement a plan for migrating existing libraries utilizing the managed Wifi service to a new managed system. Documentation and training also will be provided to libraries. Consider utilizing the transition as another opportunity to market the service to additional rural & small libraries.

