

Illinois Library Computer Systems Organization

Strategic Plan FY2003-2005

February 14, 2002

Mission Statement

The mission of the Illinois Library Computer Systems Organization (ILCSO) is to effectively utilize and to enhance and expand access to global information resources through collaborative partnerships among ILCSO members and with the broader library community.

Vision

The Illinois Library Computer Systems Organization will be a nationally prominent model for a cost effective library consortium that consistently provides its members outstanding services.

ILCSO Guiding Principles

Guiding principles serve as a bridge between our mission statement and more specific strategic directions. They represent core traditions and values that provide a continuing reference point for consortial goals, progress, and assessment. ILCSO supports the following principles:

- Customer service and end-user satisfaction underlie the choices of products and services offered by the consortium.
- Resource sharing – bibliographic records, text information, materials, costs, and staff expertise – is a special strength of the organization.
- Consortial collaboration requires adherence to nationally adopted standards.
- Service to patrons requires that patron confidentiality and privacy are safeguarded and preserved.
- Governance can best be fulfilled by the provision of equal opportunity for representation in electoral and decision-making processes.

Strategic Goals

I. Maximize the capabilities of a shared integrated library system.

These capabilities include using a union catalog, enabling reciprocal borrowing, adding high quality bibliographic records to the catalog, and participation in the activities of other consortia in order to leverage our own resources.

Objectives:

- A. Encourage and support measurement and evaluation activities both for the consortium as a whole and for individual libraries in order to improve services and access to collections;
- B. Provide a clearinghouse capability for sharing materials and techniques developed by member libraries to maximize the return on work that is applicable to all member libraries;
- C. Ensure that document delivery among members is carried out in the most effective manner. This includes developing streamlined processes, providing wise consortial decisions that affect the entire system, and implementing up-to-date authentication methods;
- D. Enhance inter-consortial resource sharing agreements;
- E. Explore the possibilities for shared storage facilities among members of the consortium in order to ensure access to collections and to make these facilities the most cost-effective;
- F. Encourage continuous investigation of options for expanding the capabilities of the integrated system;
- G. Provide ready access to quality documentation of the integrated system to enable all users to use the system effectively;
- H. Maximize the extent to which cataloging and authority control work done by one member library does not need to be repeated by other member libraries;
- I. Enhance library staff effectiveness and efficiency by implementing standards-based interconnectivity between ILLINET Online and other library and vendor online systems to maximize the amount of processing activity that can be completed within ILLINET Online.

II. Enhance and expand shared access to library collections and other information resources

Shared access includes bibliographic cataloging, patron record sharing, training materials and reference service. Consortial

access will be provided while recognizing the legal confines of copyright, patron privacy and intellectual property.

Objectives:

- A. Improve access to materials in all formats by ensuring that high quality full bibliographic records exist for all items appearing in the catalog;
- B. Support collaborative development of on-line tutorials by identifying and assessing existing programs;
- C. Support distance education by identifying existing services, resources, and policies that exist in the consortium and beyond;
- D. Support online reference services by sharing information about existing academic library programs in Illinois and beyond;
- E. Encourage ready use of licensed services by valid ILCSO library users, regardless of their location, by supporting efficient access and authentication processes;
- F. Ensure that members of the consortium are aware of continuing and impending legal issues, including but not limited to copyright, patron privacy, and intellectual property;
- G. Explore regional and national extra-ILCSO relationships in order to leverage existing resources;
- H. Consolidate e-resource fiscal and operational activities under the auspices of the Illinois Academic Library Council.

III. Contribute to the development and expansion of digital library services

These capabilities include deployment of systems and services to support library digitization projects, individually and consorcially, and facilitation of information sharing related to digitization, preservation and training. Such services also include support for the integration of access to digital objects via the online catalog.

Objectives:

- A. Identify and implement uniform national standards when they become available for all aspects of digitization and presentation of library materials;
- B. Encourage and support the cooperative development of digital projects and effective access to them;
- C. Create a registry of current digital projects and participants within the consortium;
- D. Encourage inter-institutional digital projects;
- E. Seek collaboration from entities beyond ILCSO in order to advance and encourage the digital library in Illinois.

IV. Work jointly with ILCSO libraries and other organizations to provide professional development for all levels of staff

Professional development encompasses both formal and informal services such as seminars, meetings, mentor programs and personal library visits.

Objectives:

- A. Create a clearinghouse of training and professional development materials, and opportunities within ILCSO; this includes inter-library visits as well as seminars and workshops;
- B. Encourage mentoring of new staff;
- C. Communicate information and reports to ILCSO members using various media (listservs, websites, e-mails);
- D. Provide training for new library staff on an ongoing basis and also for all staff for any new products relating to the system;
- E. Provide continuing education opportunities and training for all staff;
- F. Create a network of experts among the various libraries who will be available to provide advice about various aspects of the system;

V. Market ILCSO to potential new members and to the library community at large in order to promote our activities and accomplishments

This effort includes recruitment of new members, marketing to existing members and broadening exposure to ILCSO at state and national levels.

Objectives:

- A. Launch continuing marketing efforts to promote ILCSO's presence nationally, including use of applicable listservs and discussion groups to announce ILCSO milestones and accomplishments;
- B. Expand ILCSO membership;
- C. Encourage ILCSO library staff to present conference papers and publish journal articles on ILCSO-related activities;
- D. Create a clearinghouse of accomplishments and current efforts to support this marketing effort.