



# Suburban Library Cooperative Strategic Plan 2021-2025



# SUBURBAN LIBRARY COOPERATIVE

## VISION

*Through strong advocacy, leading edge technology, innovative services, and robust cultivation of talent, SLC provides the spark that ignites member libraries.*

## CORE VALUES

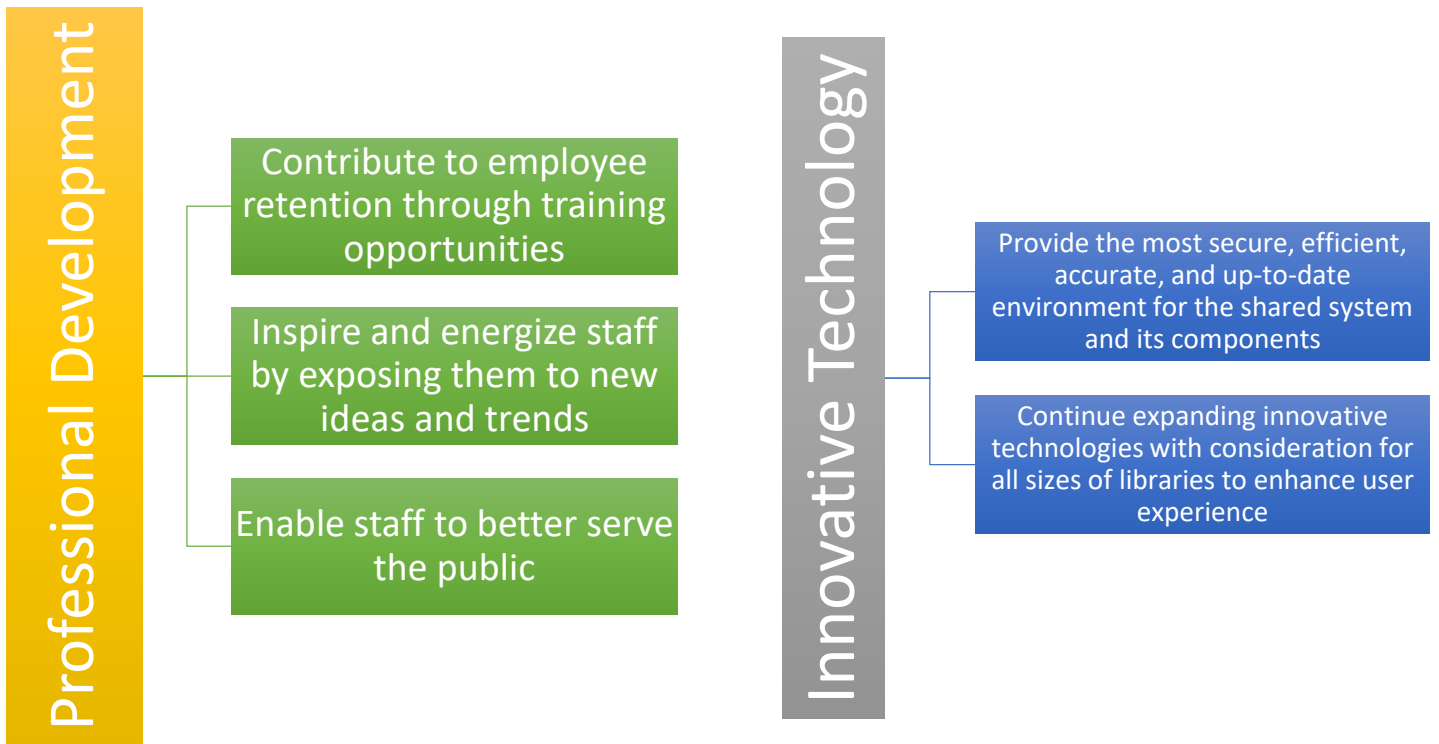
- INSPIRING INNOVATION
- SUPPORTING LIBRARIES
- FOSTERING COOPERATION AND RELATIONSHIPS
- CREATING COMMUNITY
- SHARING

### COLLECTIVE IMPACT

- Strengthen services and potentially increase and enable new services
- Promote the value and necessity of libraries
- Increase support of member libraries

### Universal Access

- Increase the number of library users including those who may experience barriers to use
- Provide services and support that enables member libraries to serve their patrons beyond library open hours



**Collective Impact**

*SLC will identify opportunities to explore and engage in activities that one library cannot do alone.*

**Universal Access**

*SLC libraries will strive to provide and improve access to all our library users by offering innovative outreach and novel services.*

**Professional Development**

*SLC will offer opportunities for training outside of what individuals can provide which may include mentorship, job shadowing, and bringing awareness of trends.*

**Innovative Technology**

*SLC will drive leading edge technologies by establishing standards, increasing digital resources, and supporting evolving technologies for member libraries.*

# POTENTIAL STRATEGIES

## Collective Impact

- Enable express or faster deliver of items
- Develop an early literacy initiative for member libraries
- Grow the “Go Library Card” program
- Encourage collaborative programming among member libraries
- Improve hold and delivery options including more items available for holds
- Serve as a liaison to support literacy/ESL programs at SLC member libraries
- Continue collaborative purchases
- Continue shared internship program for MLS students
- Develop an inclusive internship program for high school and library technical students
- Update and create staff training videos from SLC and member libraries and consolidate on SLC website
- Launch a public relations campaign for member libraries
- Coordinate participation in Advocacy Days
- Provide access to translation materials for marketing
- Support efforts to establish libraries as independent of municipalities if desired
- Coordinate advocacy efforts to increase state aid and funding for member libraries
- Participate in career days
- Expand and continue grant writer services
- Investigate new ways of staffing, such as providing loaner/temporary/shared staff
- Coordinate networking opportunities for library directors as a group or by class size
- Explore opportunities for more collaboration
- Hold policy discussion days
- Create a wiki for processes, procedures and policies to enable sharing

## Universal Access

- Establish a shared bookmobile service
- Manage direct mail to homebound users
- Assist libraries with resources to make their websites ADA accessible
- Complete virtual library card program in schools and expand to community colleges
- Advocate for universal broadband in the service area
- Promote diverse member library materials collections
- Promote library cards for younger users
- Research options to support libraries on changing/adding hours to benefit non-traditional library users, including 24-hour physical services such as lockers or vending machines for materials
- Create a Youtube channel and provide on demand virtual 24/7 training and programming for patrons
- Expand digital content/streaming services

## Professional Development

- Provide mentorship opportunities
- Create job shadowing programs
- Conduct leadership workshops
- Promote a culture of professional library leaders by encouraging member libraries' staff to take on leadership roles at the state and national levels
- Develop opportunities for library staff to contribute to their communities
- Offer Lean 6 Sigma training
- Host RIPL training
- Bring in community partners to advisory board
- Continue to bring in outside speakers and invite non-member libraries
- Arrange for conference debriefing gatherings to discuss and share trends and topics of interest.
- Member libraries share professional collections with each other
- Provide workshops/training on new services for all levels of staff
- Continue ILS training
- Provide Family Place training for all libraries
- Offer early literacy training for youth librarians
- Raise technology skill levels of staff

## Innovative Technology

- Improved accuracy/timing of real time ILS and holdings
- Expand, improve and streamline apps, cloud, website
- Implement automated sorting machine to achieve next day delivery
- Maintain a knowledge base to record questions and responses to questions
- Develop a technology plan for hardware and software updates that is updated yearly
- Ensure that current holdings are reflected in local, state and national databases, such as SIRSI, MelCat, and Worldcat
- Provide shared system vendor with feedback regarding improvements needed to push the vendor to create the most up-to-date environment for the shared system.
- Continue to expand and enhance digital services
- Explore technology funding and grants
- Bridge the gap in technology among member libraries
- Look for the latest and greatest technology
- Continue to expand partnerships such as Overdrive and RB Digital
- Incorporate streaming services
- Ensure that SLC staff is up to date on new technologies
- Introduce mobilized technology for underserved areas (laptops, mobile makerspace, etc.)
- Offer a new technology petting zoo
- Provide member libraries a list annually of hardware and software technologies that are available to implement so that all member libraries are aware of them and can work towards standard service levels
- Simplify technology for users
- Hire SLC technology intern to from library to library to provide on-demand service