

## 2010-2012 MORE - Long Range Plan

### Key

#### 2009:

- ✓ Completed/To be Completed
- ✗ Will NOT be Completed

#### 2010-2011:

- \* New Activity
- Ongoing Activity
- Activity will not occur

## ADMINISTRATION

*The administration of MORE is the framework, which supports all MORE activities and the MORE Staff in order to meet system goals and fulfill the system's mission of providing access to libraries for all area residents and regional library services.*

### **Goal 1: MORE administration will maximize services provided to member libraries and potential new members.**

2009	2010	2011	2012	<b>Objectives</b>
✓	●	●	●	The MORE and Technology Coordinator and staff will develop a long range plan with extensive participation from library staff, including a plan to market MORE services.
✓	●	●	●	The MORE and Technology Coordinator will keep IFLS and member library staff up to date on MORE issues and initiatives.
*	●	●	●	MORE will maintain a web-based policy manual.
✓	●	●	●	IFLS and the MORE and Technology Coordinator will seek grant funds to help new libraries join MORE.
*	●	●	●	MORE and IFLS will explore the feasibility for adding other types of libraries to MORE.
✓	●	●	●	MORE will survey the membership annually to evaluate service.

### **Goal 2: Administration of MORE will provide a supportive working environment for staff.**

2009	2010	2011	2012	<b>Objectives:</b>
✓	●	●	●	MORE Directors Council, IFLS Director and MORE and Technology Coordinator will monitor and make recommendations on needed number of staff hours for MORE to be funded by MORE and/or IFLS.
✓	●	●	●	MORE will support attendance at the annual IUG conference for MORE Staff.

2009	2010	2011	2012	Objectives:
✓	●	●	●	MORE will review and support continuing education opportunities for MORE Staff as appropriate.
✓	●	●	●	The MORE and Technology Coordinator and IFLS Director will review staff job performance and develop a written report for the personnel files annually.

## COLLECTION DEVELOPMENT/ RESOURCE SHARING

MORE works to ensure timely access to library materials and improves the ability of IFLS libraries to meet their users' needs for information and for library materials.

**Goal 1: MORE will assist member libraries to develop materials collections that collectively meet the needs of IFLS area residents.**

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE will continue to support collection enrichment through such projects as the Multiple Holds DVD Project.
✓	●	●	●	MORE Staff will train and consult on statistics and system support for collection development decision making.
✓	●			MORE Staff will create statistical tables to enhance collection development data for decision making about acquisition, weeding and budget (SCAT Tables).

**Goal 2: MORE services will facilitate each member library's ability to meet their users' needs for information.**

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE and Technology Coordinator and Staff will investigate options to improve the user OPAC interface.
✓	●	●	●	MORE Staff will add full-text titles to the MORE database from other database products (i.e. Badgerlink) as well as records for electronic media as necessary.

**Goal 3: MORE will facilitate communication between MORE Staff and member libraries and between member libraries.**

2009	2010	2011	2012	Objectives
✓	●	●	●	Provide updated MORE contact information at least 2 times per year.
*	●	●	●	Implement online helpdesk reporting for MORE libraries.
✓	●	●	●	Will update MORE members on projects and solicit feedback regularly.

2009	2010	2011	2012	Objectives
✓	●	●	●	Investigate ways to improve the MORE mentor program (emails lists, networking, etc.)

## CONTINUING EDUCATION AND CONSULTING

*MORE offers workshops and training sessions. Libraries provide time and funding for directors, staff and trustees to attend MORE meetings, workshops and training.*

*MORE Staff consults with directors and staff on a wide-variety of library issues by phone, e-mail, field visits, training sessions, through newsletters and other printed materials.*

**Goal 1: All MORE directors and staff will continually update their skills and knowledge of the operation of MORE system in order to better manage their libraries and provide excellent library service to area residents.**

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will conduct Circulation workshops semiannually and the following workshops annually: cataloging, acquisitions, create lists and statistics, and Web management reports.
✓	●	●	●	MORE will conduct at least 50 percent of workshops at various MORE libraries.

**Goal 2: MORE Staff will provide area staff with answers to their questions on MORE and MORE related topics.**

2009	2010	2011	2012	Objectives
✓	●	●	●	The MORE and Technology Coordinator will attend library board meetings as requested to discuss MORE services and other technology issues.
✓	●	●	●	MORE Staff will respond to all requests for information and/or assistance within 2 working days.
✓	●	●	●	MORE Staff will meet with all new MORE library directors within their first 2 months to review MORE policies and issues.
✓	●	●	●	MORE Staff will prepare and update training materials for MORE library staff.
✓	●	●	●	The MORE and Technology Coordinator and MORE Staff will prepare an annual report of system statistics for each MORE member library.

## SPECIAL NEEDS

*Services to people with Special Needs is defined as library services for the elderly, people with disabilities, minority populations, new adult readers, inmates, and socio-economically disadvantaged people.*

**Goal 1: MORE will provide resources and training so that the MORE catalog is available to patrons with special needs.**

2009	2010	2011	2012	Objectives
✱	●	●	●	Evaluate MORE website for ADA compliance.
✱	●	●	●	Provide selected patron education materials in large print.
✓	●	●	●	Research other OPAC language options.

## YOUTH SERVICES

*Youth services cover library services for the following: “Children’s Services” (youth ages birth to 11); “Young Adult Services” (youth ages 12-18); and parents and other adults who work with children.*

**Goal 1: MORE will provide resources that are appealing to youth.**

2009	2010	2011	2012	Objectives
○	●	○	●	Re-evaluate Kids Catalog as an addition to the MORE online catalog.
	✱	●	●	Produce selected MORE materials aimed at youth.

## COMMUNICATIONS & PUBLIC RELATIONS

*The communications and public relations program for MORE relates not only to informing staff of news, policies and procedures related to the operation of MORE but also to assist libraries in promoting MORE to their patrons.*

**Goal 1: MORE will keep patrons informed of information and services available.**

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will maintain the MORE website by providing information updates and keeping links current.
✱	●	●	●	MORE Staff will create an area on the MORE OPAC homepage for new patrons.
✓	●	●	●	MORE Staff will investigate adding features to the MORE website that will enhance the patron experience.

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff and the Publicity Committee will create basic user materials to be packaged for new library patrons.

**Goal 2: MORE Staff will provide communications to libraries through electronic newsletters and website.**

2009	2010	2011	2012	Objectives
✓	●	●	●	The MORE Staff will assist in keeping the MORE section of the IFLS website up-to-date.
✓	●	●	●	MORE and Technology Coordinator will edit and publish a minimum of 12 issues of a newsletter annually as well as system-wide updates as necessary.

## TECHNICAL SERVICES

*Quality cataloging and knowledge of cataloging standards facilitates the ability of IFLS libraries to satisfy patron needs. Knowledge of cataloging standards is essential for any library adding bibliographic records and holdings in a shared system environment.*

**Goal 1: MORE will have a high quality library catalog so that patrons can find the materials and information that they need.**

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will send holdings data from the shared system to be added to the state catalog 3 times a year.
✓	●	●	●	MORE Staff will facilitate the use of CatExpress for MORE libraries with trained cataloging staff.
○	●	○	●	MORE Staff will schedule at least one MARC workshop every other year.
✓	●	●	●	MORE Staff will maintain a collection of needed cataloging resources.
✓	●	●	●	MORE Staff will consult with staff from all member libraries on technical services and cataloging.
✓	●	●	●	MORE Staff will provide ongoing cataloging support for MORE libraries.

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will continue to work on issues related to database quality.
✓	●	●	●	MORE Staff will continue to support cooperative cataloging.

## TECHNOLOGY

### Goal 1: MORE will strive to provide support when needed.

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will respond to non-emergency requests for support during regular IFLS office hours within 4 hours of being contacted.
○	●	○	●	MORE central site staff, the MORE and Technology Coordinator, IFLS Director and the IFLS Technology Manager will define, explore the feasibility, and access potential costs of providing emergency service for the WAN and the MORE system for the hours libraries are open.
✓	●	●	●	MORE Staff will explore expanding service hours for the MORE system support.
*	●	●	●	MORE Staff will work towards implementation of required standards for equipment connected to the MORE system.
○	○	●	○	MORE will replace/upgrade the central site server on a three year cycle.
○	○	○	●	MORE will replace/upgrade peripheral servers on a four year cycle and review expediting the replacement cycle.

### Goal 2: Staff from IFLS and its member libraries are comfortable using technology and implementing new technologies.

2009	2010	2011	2012	Objectives
✓	●	●	●	MORE Staff will conduct regular training on the MORE system software on a scheduled basis.
✓	●	●	●	MORE Staff will provide individual training onsite where appropriate.

**Goal 3: MORE provides strong leadership in identifying and implementing new enhancements for MORE and its member libraries.**

2009	2010	2011	2012	Objectives
✓	●	●	●	Investigate new MORE enhancements and modules to provide enriched services to MORE libraries and patrons
✓	●	●	●	Research possible addition of data enrichment to MORE database.
✓	●	●	●	Investigate and implement federated searching (searching across catalogs and databases).
✓				Implement Circa/Full Wireless Staff Workstation with Barcode Inventory module.
✓				Implement Online Patron Registration module.
✓				Implement Inventory Express (Acquisitions) module.
✓				Implement Fines Payment API (for non III self-check) module.
✓				Implement additional Review Files.
✓				Implement Local Genealogy Database.