

Strategic Plan

2023-2024

**Inspiring and
Facilitating
Library
Success**

Serving the 53 libraries of Barron, Chippewa, Dunn, Eau Claire,
Pepin, Pierce, Polk, Price, Rusk and St. Croix Counties

Introduction

During 2021 IFLS conducted a survey of our member libraries to ask about the importance and satisfaction with our current services as well as determine what gaps may exist. The survey was completed by 125 individuals including all 53 library directors. In addition, we asked about their aspirations for the role of the library in the community and services they wish to provide for their communities. These aspirational ideas will be the basis for our planning as we move forward into 2023.

The strategic priorities remain from our 2022-2023 plan with the addition of a recruitment and retention priority and a focus for 2023 will be individual action steps that fit within those priorities.

The IFLS Board of Trustees reviewed and approved the Public Library System Plan and Certification of Intent to Comply for 2023 at their September 28, 2022, meeting.

IFLS Overview

10 member counties
53 public libraries along with one branch location
Population Served: 463,025
Square Miles: 7,969
2022 State Aid: \$1,387,411

IFLS Services

Advocacy and Promotion

- Marketing and communication resources & consulting
- Website design
- Training in Divi, a WordPress website template
- Library Legislative Day
- Relationships with local government

Administration

- Annual reports
- Budgeting & Financial consulting
- Board development
- Library Director hiring
- Building projects & Planning
- Library law

Adult Services

- Collection development
- Program Support
- Kits

Collaborative Services & Networking

- Facilitating communication between libraries
- Mentor program
- Community area networks
- Public-private partnerships
- Local, county government and nonprofit agencies

Continuing Education

- Webinars & Workshops
- Professional development resources
- In-services at your library
- Director certification

Delivery

- Local courier
- Statewide delivery

Inclusive Services

- ADA compliance
- Best practices & resource sharing
- Grant-writing
- Partnerships
- Planning & Evaluation of programs and services

Integrated Library System (MORE)

- Consortium administration
- Training & support
- Circulation
- Cataloging & Bibliographic Services (CABS) and Shared Services
 - Centralized cataloging
 - Centralized materials processing (shared services members only)

- Database cleanup
- Serials
- Acquisitions
- Online catalog
- Statistics

Interlibrary Loan & Reference Services

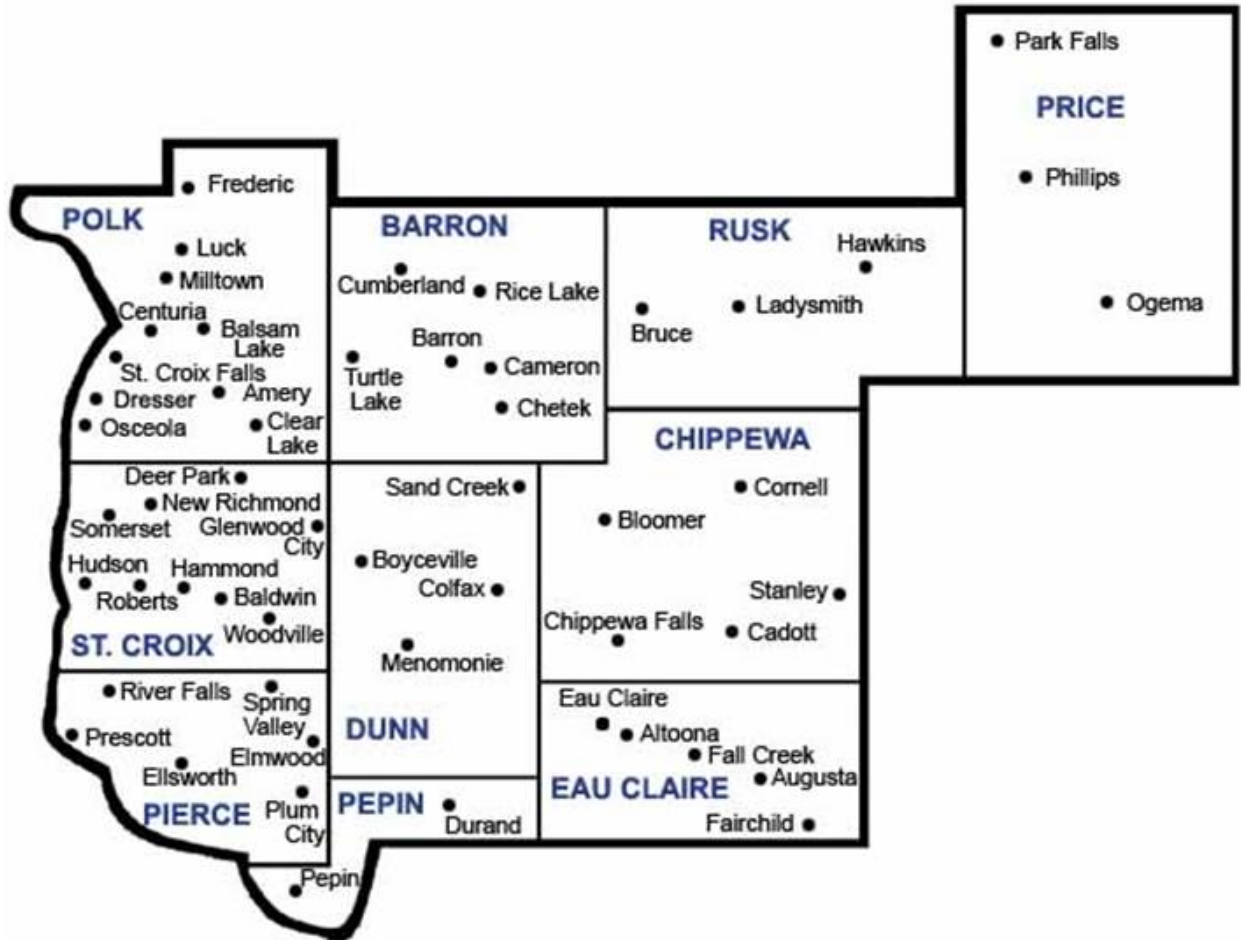
- Best practices
- Training
- ILL Clearinghouse
- Subject requests
- Electronic resources (databases & e-content)
- OverDrive Support & Advantage selecting

Technology

- Technology purchasing and setup
- Troubleshooting
- Pharos - Public computer time management
- Security
- Networking and bandwidth
- Training
- Help desk

Youth Services

- Programming & kits to borrow
- Collection development
- Advocacy
- Early literacy
- Child and teen development
- Collaboration & Partnerships
- Planning & Evaluation
- Resource sharing & best practices



Vision:

We envision a network of amazing libraries. IFLS staff and our partner libraries collaborate to provide outstanding, engaged, and inclusive services that contribute to informed, connected, and literate communities.

Mission:

To inspire and facilitate library success by providing member libraries with the tools to serve, empower, and lead their communities.

Core Values:

- Serve
- Empower
- Lead

Strategic Priorities:

★ Support

- Consultation
- Training & Professional Development
- Board Development
- Technology
- Collaboration & Partnerships
- Collaborative Services
- Create Service Efficiencies
- Group Purchasing

★ Innovate and Lead

- Emerging Trends
- Pilot & Experiment
- Statewide Participation
- IFLS Partnerships & Collaborations
- Leadership Modeling
- Resource Creation

★ Advocate and Promote Awareness

- Consultation
- Resource & Toolkit Development Support
- Training
- Staff & Board Development
- Legislative Communications
- Branding
- Website & Social Media Support
- Statistics & Data
- Support Community Engagement

Key Work Plan Directions

- Increase Advocacy & Awareness Support
- Enhance Board Development Support
- Support Library Recruitment and Retention Efforts
- Study ILS Improvements
- Evaluate System Capacity
- Monitor Courier Performance and Viability