

# South Dakota Library Network

## Strategic Plan

### SDLN Today

SDLN offers its member libraries automated systems enabling them to deliver creative library services in a cost effective manner. Currently SDLN:

- Offers members a common computer system (ILS)
- Facilitates resource sharing (ILL) among libraries
- Provides reference database access and support
- Coordinates a single point of technical support
- Features friendly, helpful, knowledgeable staff
- Develops training opportunities (From SDLN and other members)
- Allows economy of scale/low cost group purchasing
- Promotes member-driven governance
- Fosters multi-type cooperation including uniform services statewide – encouraging lifelong literacy
- Provides special services – email, web hosting, authentication, patron loads
- Enables local customization, policies, control, websites
- Communicates directly with member libraries

# South Dakota Library Network

## Strategic Plan 2008 – 2012

### VISION

SDLN is the framework through which member libraries connect with each other to optimize shared resources and services for their communities.

### MISSION

SDLN: Connecting South Dakota's libraries

### Goal 1: Integrated Library System

**Objective: Implement latest versions and modules available for all interested members**

**Version 18**

SDLN Staff: Upgrade to Version 18, conduct appropriate training, communicate with members

**MetaLib**

SDLN Staff: Ensure proper functioning of MetaLib with version 18

SDLN Staff: Provide training and customization for libraries having individual instances of MetaLib

**SFX**

SDLN Staff: Ensure proper functioning of SFX with version 18

SDLN Staff: Provide training and customization for libraries having individual instances of SFX

**Media/room booking/scheduling**

SDLN Staff: Ensure proper functioning of media booking with version 18

**Make greater use of the dynamic (XML) data in Aleph**

SDLN Staff: Work with Reference and other User groups or individual libraries to develop pilot projects that exploit XML data (Ex: RSS feed of new titles at a particular library, or a feed of titles by subject/author) and share results with members

**Objective: Improve Interlibrary Loan (ILL)**

**Partner with MINITEX**

SDLN Staff: Enable Aleph ILL requests between SDLN and MINITEX

**Ensure copyright laws are followed**

SDLN Staff: Ensure copyright functionality in Aleph ILL software

**Provide statistics that meet reporting standards**

SDLN Staff: Improve accuracy of ILL statistical reports within Aleph

ILL User Group: Identify any additional needed ILL reports within Aleph

**Provide timely service/support**

SDLN Staff: Improve response time to ILL submitted problems to SDLN and improve communication to members regarding resolved problems

**Evaluate new products and solutions to support interlibrary loan**

ILL User Group: Work with SDLN Staff to review other viable ILL products

**Objective: Improve Aleph functions**

SDLN Staff: Explore overlays for use with Aleph to improve functions (example alternative to MetaLib)

User Groups: Work with appropriate staff to evaluate new products and solutions to support global search (Ex: Serials Solutions 360)

**Objective: ADA compliance**

SDLN Staff: Test Aleph functionality and SDLN website to ensure ADA compliance

**Objective: Solution for small libraries**

SDLN Executive Committee: Work with South Dakota State Library to create a task force to identify and fund a practical, inexpensive automation solution for small K-12 and public libraries

**Objective: Preparations for a possible post-Aleph future**

**Database Cleanup**

SDLN Staff: Identify resources for complete database clean-up and de-duplication (OCLC, MINITEX, Other?)

**Open Source, OCLC WorldCat Local, and other vendor options**

SDLN Executive Committee/User Groups: Explore and become knowledgeable regarding open source options, OCLC solutions, and other vendor options

**Objective: SDLN must remain affordable**

SDLN Director: Ensure that Operations Center is run in a cost effective manner

SDLN Executive Committee: Ensure that the SDLN budget process is transparent

## **Goal 2: Shared reference databases**

### **Objective: Assessment of shared reference databases; benchmarks – statistics**

Reference User Group/ SDLN Staff: Develop a standard set of baseline database statistics for use as future benchmarks to facilitate assessment of SDLN services

SDLN Trainer/Reference User Group: Coordinate review efforts with Electronic Resources Task Force (South Dakota State Library appointed)

Reference Users Group: Work with SDLN staff to develop a routine database evaluation plan

### **Objective: Process for training users and sharing questions/concerns; troubleshooting**

SDLN Trainer: Coordinate with State Library staff for access to vendor guides and training for shared databases

SDLN Trainer: Work with User Groups to identify training needs and update FAQs

## **Goal 3: SDLN Training and Support**

### **Objective: Improve communication patterns with member libraries**

SDLN Staff/ Executive Committee: Improve quality and quantity of communication with member libraries and User Groups

SDLN Staff: Report fixes/solutions to members based on a philosophy that if something is a problem in one member library it is likely a problem in other member libraries

### **Objective: Develop SDLN manuals**

SDLN Director: Clarify staff organization/responsibilities (space, communication, partnering with Black Hills State University, etc.)

SDLN Director: Create a SDLN Staff Operations Manual

SDLN Director/Executive Committee: Create a SDLN Procedures Manual

User Groups/SDLN Staff: Develop “Best Practices” documentation in an online environment

### **Objective: Develop training plan**

SDLN Trainer: Work with member libraries to conduct a training needs assessment

SDLN Trainer: Develop training plan for use with new and existing members to include checklists, regular in-library visits, webinars, on-line tutorials, travel schedule, etc.

SDLN Trainer: Review existing training for currency and develop new training materials as needs emerge

### **Objective: Assessment of SDLN services; benchmarks – statistics**

SDLN Director/Staff: Develop a standard set of baseline SDLN Network statistics for use as future benchmarks to facilitate assessment of SDLN services

SDLN Staff: Develop a routine process to communicate availability of new and existing special reports (If one member library needs it, chances are others do too.)

## **Goal 4: Opportunities for SDLN**

### **Objective: Digitizing projects**

SDLN Staff: Use the South Dakota Board of Regents Libraries Digital Project as an opportunity to develop in-house expertise in supporting digital library projects

### **Objective: Partnerships/Collaboration with MINITEX and other regional libraries**

SDLN Executive Committee/Director: Use Version 18 upgrade as opportunity to create conversations regarding collaborative pilot projects with MINITEX and ODIN

### **Objective: Implement, as feasible, social networking applications within SDLN environment - Web 2.0 services, personal reading lists, email notifications, webinars, wikis, blogs, podcasting, RSS, etc.**

Reference User Group or individual libraries: Work with SDLN staff to design pilot projects using social networking tools and report results

Reference User Group: Work with SDLN staff and MINITEX to explore opportunities for virtual reference service (IM, Chat, others)

### **Objective: Implement, when feasible, SDLN applications for Mobile devices: iPods, cell phones, etc.**

SDLN Staff: Research feasibility with goal of at least one pilot project

### **Objective: Advocacy program**

SDLN Executive Committee/Director: Develop an SDLN Advocacy Factsheet for use with decision makers across the state

## **Implementation of this Strategic Plan**

The Goals and Objectives are the foundation of the SDLN Strategic Plan. As the document was finalized, several action areas were identified and incorporated to provide definition for each objective. These action steps will be used by the SDLN staff, Executive Committee, and User Groups to develop annual work plans. Through this annual review process, the plan will guide SDLN and the identified objectives will be met.

**South Dakota Library Network  
Strategic Plan 2008-2012  
Action Plan  
As of **September 22, 2010****

**Goal 1: Integrated Library System**

Objective: Implement latest versions and modules available for all interested members

| <u>Date</u>    | <u>Action</u>  | <u>Status</u>   |
|----------------|--|-----------------|
| September 08   | Version 18 – upgrade to version 18, update training  | Complete        |
| January 09     | Investigate hiring a consultant to review Metalib and SFX<br>Setup, customization, and functioning | Ongoing         |
| January 09     | Update documentation, training materials, and utilize<br>Wiki for Metalib and SFX                  | Ongoing         |
| June – July 09 | Provide training on Media Booking  | Complete        |
| April 09       | Provide RSS Feeds  | Ongoing         |
| <b>July 10</b> | <b>Version 20 – upgrade to version 20 Aleph</b>  | <b>Complete</b> |

Objective: Improve Interlibrary Loan (ILL)

| <u>Date</u>        | <u>Action</u>  | <u>Status</u>   |
|--------------------|--|-----------------|
| October 08         | Upgrade to ILL2 on production server   | Complete        |
| October 08         | ILL2 set up, testing and training begin  | Complete        |
| October 08         | Provide timely service/support<br>(Weekly updates are sent to the membership on ILL status, resolved problems will be posted to the WIKI and all members will be notified via email) | Ongoing         |
| November 08        | ILL2 set up, testing and training  | Complete        |
| December 08        | ILL2 set up, testing and training  | Complete        |
| January – March 09 | Full member libraries go live on ILL2  | Complete        |
| September 09       | Partner with MINITEX<br>(set up to work with MINITEX will be complete following all full member libraries go live date)  | Anticipated     |
| February 09        | Ensure copyright laws are followed<br>(set up will be complete following all full member libraries go live date)   | Complete        |
| March 09-          | Remote libraries go live on ILL2   | Complete        |
| June 09            | (Configure client, determine which libraries, and training)  |                 |
| April 09           | Patron ILL Live  | Complete        |
| <b>April 10</b>    | <b>Direct ILL with Minitex and UMN Twin Cities</b>   | <b>Complete</b> |

Objective: Improve Aleph functions

| <u>Date</u>      | <u>Action</u>  | <u>Status</u>                  |
|------------------|--|--------------------------------|
| November 08 -    | Discuss with ND and MN options<br>MnSCU PLUS and Primo Demo's<br>Comparison of Plus, Primo, and OCLC | Ongoing<br>Complete<br>Ongoing |
| <b>August 10</b> | <b>Implement Serials Solutions AquaBrowser</b>   | <b>Complete</b>                |

**Objective: Solution for small libraries**

| <u>Date</u>                | <u>Action</u>  | <u>Status</u> |
|----------------------------|--|---------------|
| November 08-<br>January 09 | Participate in vendor demos and discussions with libraries | Ongoing       |
| November 08                | Meet with State Library personnel                          | Complete      |
| December 08                | Compile statistical information for vendor quotes          | Ongoing       |
| September 09               | Attend meetings regarding solutions for public libraries   | Ongoing       |

**Objective: Preparations for a possible post-Aleph future**

| <u>Date</u>                 | <u>Action</u>  | <u>Status</u> |
|-----------------------------|--|---------------|
| November 08 -               | Discuss with ND and MN options                       | Ongoing       |
| November 08 –<br>January 09 | Continue discussions with small and public libraries | Ongoing       |
| February 09                 | Contact vendors regarding database cleanup           | Anticipated   |

**Objective: SDLN must remain affordable**

| <u>Date</u>         | <u>Action</u>  | <u>Status</u> |
|---------------------|--|---------------|
| December 08 -       | Review and recommend cost savings with Executive Committee | Ongoing       |
| March – May 09      | Revise FY10 Budget   | Complete      |
| July – September 09 | Create FY11 Budget   | Complete      |
| July – September 10 | Create FY12 Budget   | Complete      |

**Goal 2: Shared reference databases**

**Objective: Assessment of shared reference databases; benchmarks - statistics**

| <u>Date</u>                 | <u>Action</u>   | <u>Status</u> |
|-----------------------------|---|---------------|
| October 08 -<br>March 09    | Participate with Minitex in database RFP              | Complete      |
| January 09 -<br>February 09 | Confer with ND and MN about benchmarks and statistics | Ongoing       |

**Objective: Process for training users and sharing questions/concerns; troubleshooting**

| <u>Date</u> | <u>Action</u>   | <u>Status</u> |
|-------------|---|---------------|
| August 08   | Vendor guides and training provided<br>(member libraries are notified monthly via email regarding vendor training opportunities and web guides) | Ongoing       |

|           |                                       |          |
|-----------|---------------------------------------|----------|
| August 08 | Provide monthly training              | Ongoing  |
| March 09  | Survey User Groups for training needs | Complete |

### Goal 3: SDLN Training and Support

Objective: Improve communication patterns with member libraries

| <u>Date</u> | <u>Action</u>  | <u>Status</u> |
|-------------|--|---------------|
| August 08   | Weekly update regarding v.18 ILS status                        | Complete      |
| August 08   | Monthly ILS Status   | Ongoing       |
| October 08  | Create WIKI<br>(report fixes/problems to all member libraries) | Complete      |
| January 09  | Weekly update regarding ILL2 status                            | Complete      |
| February 10 | Metalib and SFX Training                                       | Complete      |
| June 10     | Aleph Version 20 Training                                      | Complete      |
| August 10   | AquaBrowser Training   | Complete      |

Objective: Develop SDLN manuals

| <u>Date</u> | <u>Action</u>   | <u>Status</u> |
|-------------|---|---------------|
| October 08  | Edit WIKI<br>(developing "Best Practices" documentation in an online environment) | Ongoing       |

Objective: Develop training plan

| <u>Date</u> | <u>Action</u>  | <u>Status</u> |
|-------------|--|---------------|
| July 08     | Review/revise existing training documentation                                      | Ongoing       |
| July 08     | Develop new training documentation   | Ongoing       |
| November 08 | Provide training evaluation and suggestion form<br>at all formal training sessions | Complete      |
| March 09    | Survey member libraries regarding training needs                                   | Complete      |
| June 09     | Develop training plan for all member libraries                                     | Ongoing       |
| June 09     | Partner with ODIN and MNSCU on creation of<br>Training materials                   | Ongoing       |

Objective: Assessment of SDLN services; benchmarks - statistics

| <u>Date</u>                  | <u>Action</u>   | <u>Status</u> |
|------------------------------|---|---------------|
| December 08 -<br>February 09 | Confer with ND and MN about benchmarks and statistics | Ongoing       |
| April 09 -                   | Communicate new reports via monthly status email      | Ongoing       |

### Goal 4: Opportunities for SDLN

Objective: Digitizing projects

| <u>Date</u> | <u>Action</u> | <u>Status</u> |
|-------------|---------------|---------------|
|-------------|---------------|---------------|

July 08 - Implement BOR Digitization server and ContentDM Complete

**Objective: Partnerships/Collaboration with MINITEX and other regional libraries**

| <u>Date</u>   | <u>Action</u>                                  | <u>Status</u> |
|---------------|--|---------------|
| February 09 - | Have discussions with MN and ND about projects | Ongoing       |

**Objective: Implement, as feasible, social networking applications within SDLN environment - Web 2.0 services, personal reading lists, email notifications, webinars, wikis, blogs, podcasting, RSS, etc.**

| <u>Date</u>  | <u>Action</u>                          | <u>Status</u> |
|--------------|--|---------------|
| September 08 | Began creating RSS feeds for libraries | Ongoing       |
| October 08   | Create WIKI                            | Complete      |

(report fixes/problems to all member libraries and developing "Best Practices" documentation in an online environment)

**Objective: Advocacy program**

| <u>Date</u>   | <u>Action</u>   | <u>Status</u> |
|---------------|---|---------------|
| October 08    | Create Poster of facts and services for SDLA Conference   | Complete      |
| February 09 - | Create sub-committee of Executive Committee<br>To identify and recommend advocacy facts and program | Anticipated   |