

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 17, 2009****

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 Setup, customization, and functioning	Ongoing
January 09	Update documentation, training materials, and utilize Wiki for Metalib and SFX	Ongoing
June – July 09	Provide training on Media Booking	Complete
April 09	Provide RSS Feeds	Ongoing

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 (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 (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 (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

Objective: Improve Aleph functions

<u>Date</u>	<u>Action</u>	<u>Status</u>
November 08 -	Discuss with ND and MN options MnSCU PLUS and Primo Demo's Comparison of Plus, Primo, and OCLC	Ongoing Complete Ongoing

Objective: Solution for small libraries

<u>Date</u>	<u>Action</u>	<u>Status</u>
November 08- 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 - November 08 - January 09	Discuss with ND and MN options Continue discussions with small and public libraries	Ongoing 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	Ongoing

Goal 2: Shared reference databases

Objective: Assessment of shared reference databases; benchmarks - statistics

<u>Date</u>	<u>Action</u>	<u>Status</u>
October 08 - March 09	Participate with Minitex in database RFP	Complete
January 09 - 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 (member libraries are notified monthly via email regarding vendor training opportunities and web guides)	Vendor guides and training provided	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 (report fixes/problems to all member libraries)	Complete
January 09	Weekly update regarding ILL2 status	Complete

Objective: Develop SDLN manuals

<u>Date</u>	<u>Action</u>	<u>Status</u>
October 08	Edit WIKI (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 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 Training materials	Ongoing

Objective: Assessment of SDLN services; benchmarks - statistics

<u>Date</u>	<u>Action</u>	<u>Status</u>
December 08 - 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 To identify and recommend advocacy facts and program	Anticipated