



## MLS Strategic Plan FY2010 – FY2012

### Introduction

This strategic plan was developed with the assistance of CBR consulting and identifies core services as well as new growth projects from July 2010 to June 2012.

Using the Strategic Initiatives from the previous strategic plan (FY2006 – FY2009) as a starting point, the MLS Board Planning committee validated most existing initiatives and added one new one.

CBR Consulting facilitated multiple focus groups comprised of members of all types, the full MLS Board, and all MLS Staff. The purpose of these focus groups was to gather input on what existing services were most highly valued, as well as what new growth projects were desired. Based on the feedback from all of these focus groups, CBR Consulting guided the MLS Planning Committee and the MLS Executive Team to finalize the core operations and new growth projects, as well as verify the Mission and Vision and create the Guiding Values.

### Mission

The Metropolitan Library System provides services to our multitype member libraries and facilitates the sharing of resources for the benefit of all.

### Vision

The Metropolitan Library System will be a dynamic and responsive center of communication, collaboration, and education for member libraries. Our success will be measured by the health and achievements of our members.

### Guiding Values

These principles represent who we are and what we do.

- We value our staff and members.
- We are member focused.
- We are responsible stewards of our resources.
- We are service driven.
- We effectively execute core services.
- We encourage open dialogue.
- We operate ethically.
- We seek and communicate external influences.
- We support the diversity of our membership and staff.

### Strategic Directions

#### I. Foster Advocacy

Assist members in communicating core messages to local and regional government bodies and communities. Proactively communicate MLS services for the benefit of the membership.

##### a. Core Operations

##### i. Support existing legislative initiatives

- (Legislator breakfast, advocacy day, PPC support)

## **II. Empower Learning**

Provide affordable and accessible CE for library staff, and promote a culture of learning within the membership.

- a. Core Operations
  - i. Continuing Education Program
- b. New Growth
  - i. Provide programming in alternate formats, potentially through online classes, blended learning, podcasts, and recorded programs.

## **III. Facilitate Knowledge Sharing**

Facilitate the sharing of knowledge, information and expertise to and between members and staff.

- a. Core Operations
  - i. Consulting
  - ii. Networking Groups
- b. New Growth
  - i. Develop "Knowledge Central" online tool to facilitate member to member and member to system information sharing.
    - (Could include staff/member areas of expertise, technology footprint, vendor list, best practices, trends, mentor connections, communities of practice.)

## **IV. Enhance Resource Sharing**

Maximize the impact of shared materials.

- a. Core Operations
  - i. Delivery
  - ii. SWAN
  - iii. Reciprocal Borrowing
- b. New Growth
  - i. Research and investigate delivery to Chicago
  - ii. Explore and design a group purchase program that balances benefit and expense.

## **V. Ensure System Viability**

Implement funding and development initiatives beyond government resources to support system activities.

- a. Core Operations
  - i. Continued Fiscal Responsibility
- b. New Growth
  - i. Seek collaboration and cooperation opportunities with other Illinois Regional Library Systems.
  - ii. Build MLS Foundation

## **VI. Harness Technology**

Maintain focus on the impact of technology on the membership and their constituents.

- a. Core Operations
  - i. Monitor, teach, and inform.
- b. New Growth
  - i. Study the feasibility of providing technology-related services to members.
    - (Could include a technology consultant, planning assistance, technology group purchases, implementation assistance, technology "sandbox," future trends, etc.)