

CCS Strategic Plan

July 2021-July 2024

Strategic Directions and objectives should be evaluated annually by the Long Range Planning Committee to ensure CCS goals are responsive to changing environments.

Mission

Provide effective, high-quality and future-focused library technology to members to promote resource sharing, facilitate knowledge sharing, and improve the patron experience.

Vision

CCS is on the forefront of library technology and adapts to changing needs and environments.

Guiding Principles

The guiding principles underlie all of the work CCS does and are the driving forces in CCS decision-making.

We support resource sharing.

We foster a culture of collaboration and community.

We provide professional development, training, and networking opportunities.

We adopt those technologies and services which enhance the user experience.

We practice fiscally responsible stewardship of member library resources.

We engage all member libraries and respect their diversity.

Strategic Directions

Develop flexible, responsive services that will continue to improve the patron and staff experience.

- Regularly evaluate synchronous and asynchronous training offerings to meet the changing needs of member library staff.
- Ensure that all CCS staff are cross-trained to provide maximum support to members.
- Incorporate universal design practices into CCS services and products.

Strategically build membership to further promote resource sharing in Illinois.

- Provide high quality services to retain existing members.
- Cultivate and strengthen relationships in the Illinois Library community
- Develop a system to monitor interest from potential new members to allow for medium- and long-term project planning with an interest in developing creative solutions to support new membership.

Identify and pursue new opportunities for enhancements of core ILS services to improve patron and staff experiences.

- Actively participate in product development with vendors, such as the Development Partner Program with Innovative Interfaces
- Stay current on emerging bibliographic technologies and utilities
- Support library efforts to streamline workflows using automated processes where beneficial

Help libraries use ILS data effectively for internal decision-making and communication with stakeholders.

- Build internal staff skill and knowledge regarding data interpretation and analysis.
- Educate member library staff on existing data sources and reporting tools.
- Develop resources for data analytics to support libraries, such as a comparison of in-market products, additional documentation CCS-provided reports, a custom analytics dashboard for CCS, best practices for board reports.
- Support collection growth that reflects our commitment to DEI, such as providing tools to conduct an DEI audit of collections.

Continue to focus on providing value to CCS members through fiscally responsible stewardship of member library resources.

- Investigate new and expanded partnerships to reduce member costs.
- Continue to evaluate cloud-based v. locally hosted solutions with a focus on long-term sustainability.
- Plan for the expiration of the current CCS office lease: complete a thorough needs analysis and investigate options to build flexibility into future agreements.

Looking Towards the Future

Consider big questions on the future of libraries and resource sharing:

- What does resource sharing look like in 10 years?
- How will changing collections impact CCS and member needs?
- What do we know about user habits, and how will they change over time?