

LONG RANGE PLANNING COMMITTEE
100 Tri State International Dr.
Lincolnshire, IL 60069

September 17, 2024

REMOTE PARTICIPATION

1. CALL TO ORDER

The meeting was called to order by Chair. R. Livergood 10:03 A.M.

2. ROLL CALL

Attendance:	Present	Absent		Present	Absent
M. Dombrowski	x		S. Reynders	x	
B. Fyolek	x		B. Shepard		x
R. Livergood	x		H. Smith		x
L. Long	x		R. Smith	x	
V. Marshall		x	A. Todd	x	

Also present: R. Malinowski, CCS; D. Wischmeyer, CCS

3. ADDITIONS TO THE AGENDA

None.

4. PUBLIC COMMENT

None.

5. APPROVE MINUTES OF THE FEBRUARY 29, 2024 MEETING

Corrections to the minutes included Item 5 February is misspelled and Item 6 should say 2024-2025 goals instead of 2005.

Dombrowski MOVED; Reynders SECONDED to

**APPROVE THE AMENDED MINUTES OF THE FEBRUARY 29,
2024 MEETING.**

Ayes: Dombrowski, Fyolek, Livergood, Long, Reynders, R. Smith, Todd

Nays: None

Absent: Marshall, Shepard, H. Smith

MOTION CARRIED BY ROLL CALL VOTE

6. REVIEW LAST PROCESS AND PLAN/BEGIN NEW PLANNING PROCESS

R. Malinowski reviewed the previous process for the 2020 strategic plan and provided status updates on the 2020 strategic objectives. CCS will develop an in-house survey as the first step towards 2025 strategic planning. The survey will include questions on satisfaction with current services as well as future-focused questions on additional service needs and expectations. The LRPC will meet in October to review draft survey.

- Survey sent out to directors
 - Responses were aligned on the role of CCS and goals for organization.
 - In terms of additional services, there was interest in the expansion of services, but no agreement on what those services should be.
- Since 2020, 13 new directors and 5 new libraries (14 new and 6 w/ Vernon Area).
- 2020 plan kept CCS focused on managing the ILS
 - Improved cross training
 - Expanded training offerings
 - Increased membership/filling in geographically

Feedback from directors:

- ILS data goal – M. Dombrowski noted that there has been a big push towards data storytelling over the last few years. What other tools or reports can we develop to help libraries plan for future? Said that a “refresh” may be more appropriate than a full overhaul.
- A. Todd agreed – the basis/foundation of the work we do is unchanged. Strategic directions are still valid and still the priorities we would like to see (perhaps reworking and updating action items).
- S. Reynders said that as a new director, she would like to be asked what they think about CCS in a general sense. Noted that in 2020, it seemed as though there was consensus that CCS should focus on core services. Doesn't think it's a bad idea to reverify that CCS should focus on core services (versus adding services like centralized cataloging, etc). through a survey, etc.
- New directors have important knowledge and experience.
- R. Malinowski reviewed a recommended plan for in-house:
 - Survey members
 - Review data
 - Have discussion or retreat at February Governing Board
 - Review and approve plan in May 2025/August 2025
- There was some agreement that a consultant is not needed unless survey results were significantly different, unless we felt a consultant could write better survey questions or thought that there was general unhappiness and a neutral third party might get better responses.
- There was a desire for a more forward-thinking survey.
- M. Dombrowski- Should CCS do a user day like what is offered by PrairieCat? Better future forecasting-should CCS coordinate?
- S. Reynders asked whether we would gather feedback from member library staff

or just directors. R. Malinowski said not for strategic planning, but once direction is set by the Governing Board, we can incorporate feedback from staff to set specific action items or targets within each goal.

- The group noted that two weeks would be adequate for survey response time, with a request to tighten up survey to make it easier to complete.
- Next meeting will be planned for October, with a follow-up for December/January.

7. DISCUSS DISCOVERY LAYER RESEARCH/RECOMMENDATION PLAN

R. Malinowski reviewed the current plan for discovery layer testing. CCS will use results of user testing and complete additional research to recommend a new discovery interface to Governing Board, with an anticipated vote in May 2025.

- Will complete user testing in fall 2024, with hope that data narrows down vendor options.
- CCS will do additional research into top-scoring vendors from January-April.
- Goal that Governing Board would vote on a new tool in May 2025.
- Will not plan to do an RFP for this tool. User testing will eliminate options that would not work for CCS.
- We don't know yet what user testing will find – could change the plan or focus for Jan – April.
- Ryan shared that PowerPAC gathered the most complaints from patrons and staff after their migration.

8. NEXT MEETING – R. Malinowski will send a Doodle poll to the group.

9. ADJOURNMENT

Livergood motioned, Fyolek seconded to adjourn the meeting at 10:52 A.M.