



CCS Annual Report
FY 2024-2025

Our Mission and Vision

Our strategic goals for this year included updating our mission and vision:

Mission: Enhance each cooperative member’s capacity to serve their patrons through optimized resource sharing, a community of continuous learning, and strategic cost-sharing.

Vision: CCS members are thriving—empowered by collaboration and technology to meet the diverse needs of their communities.

Our 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 Initiatives

In 2021, CCS Governing Board adopted five strategic directions to ensure CCS continues to work towards our stated vision. In FY2024-2025, CCS completed the following initiatives to support those strategic directions.

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

Engage Governing Board in a strategic planning process

The Long Range Planning Committee and R. Malinowski conducted a strategic planning process in FY 2025 resulting in a plan approved by Governing Board in May 2025. The process included research into other consortia plans and services, surveying library directors and CCS staff, analyzing Polaris satisfaction, and facilitating discussions with the Governing Board. The new plan covers 2025-2030 and will be revisited annually.

Develop a more accessible format for library staff to view existing Polaris policy tables and adopt a standard workflow for submitting requests

R. Barth developed a tool to give more insight into one of the most complex tables powering Polaris, the material type loan limits table. Working with V. Seward, Barth gathered library staff feedback before publishing the tool. [Tool Documentation](#)

Strategically build membership to further promote resource sharing in Illinois.

Develop framework to assess the impact of Find More Illinois on CCS patrons, library staff, and library budgets

R. Fischer, D. Wischmeyer, R. Barth, and K. Lyons collaborated to collect data on the interlibrary loan process, including lending/borrowing statistics from Find More Illinois and OCLC, staff time, and costs. An initial presentation of the analysis is planned for November 2025 Governing Board.

Successfully onboard the Vernon Area Public Library

The Vernon Area Public Library began circulating in September 2025, on schedule. M. Landers led the project for CCS, and all staff contributed to its success. Due to inconsistencies in last year's data loads and this year's test data load, an additional day was added to the offline period. CCS staff will work with Innovative to identify potential causes of the increase in processing times and work to reduce member downtime. A more robust report on the migration as a whole is in progress.

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

Compare Vega Discover with PowerPAC and in-market discovery layers

G. Shah conducted a multi-phase comparative study between Vega Discover, Bibliocore, and Aspen, including gathering feedback from patrons, member library staff, and CCS staff. Shah's findings indicated that Bibliocore and Vega Discover received similar scores overall, with each presenting unique advantages. After an additional set of presentations to the Governing Board, the Board selected Bibliocommons as the CCS-wide discovery layer in September 2025. Implementation will begin in FY 2026.

Evaluate available services for phone notifications and identify optimal service for CCS prior to contract renewal

M. Landers researched available phone notification providers and recommended moving to UniqueManagement's MessageBee Phone service. This service's advantage over Innovative's PhoneAlerts is primarily that each library can have a unique caller ID. Both services are cloud-based which will allow CCS to decommission an aging server and associated analog telephone lines. Implementation will be complete by Spring 2026.

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

Evaluate in-market data analytics tools and incorporate findings into strategic plan

Following the Governing Board's strategic data needs brainstorming, R. Fischer and G. Shah synthesized the Board's data needs. Fischer led an investigation into in-market tools. R. Malinowski projected potential costs for an in-house developed tool. Fischer recommended Orange Boy's Savannah as a centralized analytics tool to support member library strategic decision-making. R. Malinowski presented to the Board in May 2025 and implementation will begin in FY 2026.

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

Prepare for and begin ILS contract renewal

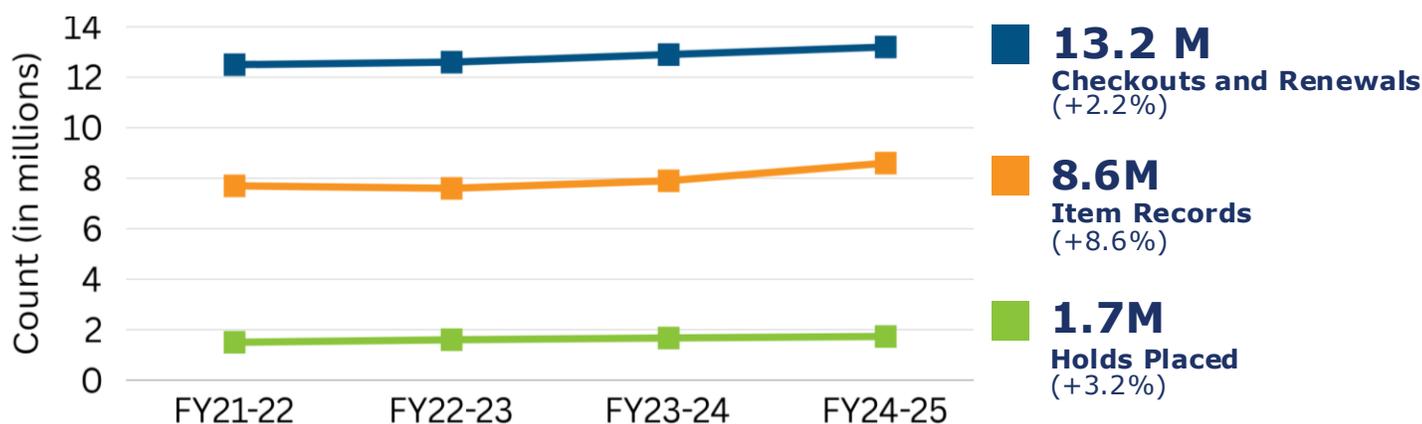
D. Wischmeyer conducted and analyzed a detailed Polaris Satisfaction Survey, which was shared with membership in January 2025. The results of the survey were incorporated into the strategic planning process, discovery analysis, and contract renewal process. Library directors were separately asked about overall value of Polaris in the strategic planning survey.

D. Wischmeyer and R. Malinowski met with other Polaris customers to discuss the pain points of their contract negotiations to set expectations for our own process. R. Malinowski began contract negotiations with Innovative Interfaces in May 2025, and the process was put on hold until Governing Board's discovery layer decision in September 2025.

CCS At a Glance

This year, CCS supported **499,746 active users** across **32 member libraries**.

Circulation



CCS Website

122k
site views

14k
unique users

Web Reports

15k web reports were downloaded in FY24-25

Top Web Pages

Member Tools A-Z

Member Libraries

Info

Dashboard

Online Courses

Top Web Reports

Daily Detail Payment Report

Daily Search Shelves

Daily Checkouts and Renewals

Purchase Alert

Monthly Circ Dept Stats

Support Statistics

3857
tickets opened

3902
tickets closed

3 hrs
avg response

99.5%
positive CSAT

95% of tickets received a response within 1 business day

96% of emergencies received a response within 1 hour

89% of tickets were resolved within 5 business days

92% of emergencies were resolved within 2 business days

Tickets by Source



- Portal**
1957 Requests, 50.7%
- Email**
1718 Requests, 44.5%
- Phone**
182 Requests, 4.7%

Top Libraries

- Mount Prospect** | 305 Tickets
- Fox River Valley** | 285 Tickets
- Indian Trails** | 281 Tickets

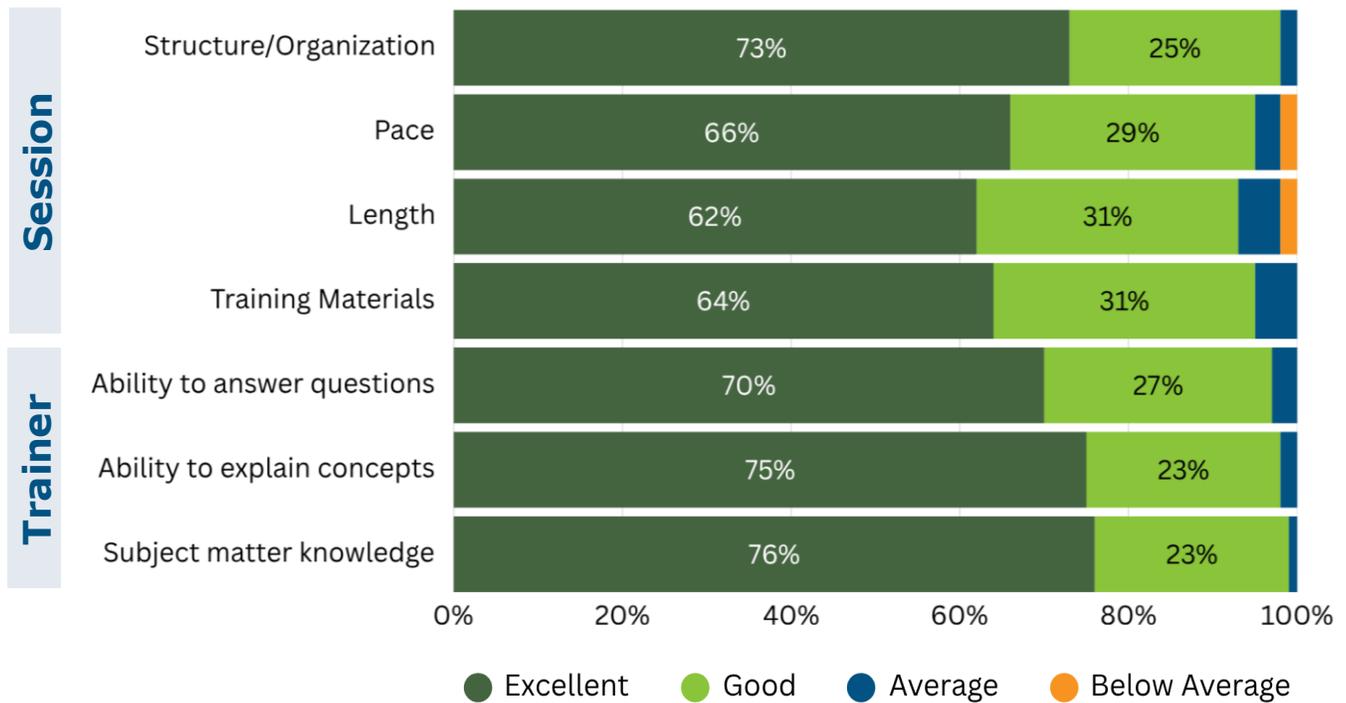
Top Categories

- General Questions** | 13.8%
- Cataloging** | 9.6%
- Circulation** | 8.6%
- Usernames** | 8.6%

Training Engagement

35 training sessions	11 external presentations	711 registrations	489 live attendees
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Post-Session Survey Results



Top Courses by Users

- Intro to Polaris and Leap | 1000**
- Circ. Functions in Leap | 474**
- Intro to Searching in Leap | 439**
- Holds and Hold App. in Leap | 339**
- Intro to Simply Reports | 243**

Top Videos by Views

- Intro to Leap and Polaris | 541**
- MMPL-WPL Go Live Review | 285**
- Logging In and Out of Leap | 249**
- Introduction to FMI – April | 245**
- Introduction to FMI – June | 224**

2025-2030 Strategic Vision

In 2025, CCS Governing Board adopted [new strategic initiatives for 2025 – 2030](#). For each initiative, CCS has identified a goal for 2025 – 2030 and potential activities to support that goal in FY 2025-2026.

FY25-26 Supporting Activities

Goal	Activities
Amplify the impact of our member libraries: <i>Member libraries have the support they need to deliver powerful services to their patrons.</i>	Implement OrangeBoy Savannah
Enhance the patron experience: <i>Library users have frictionless experiences using public-facing resources.</i>	Implement BiblioCore Discovery Layer
	Implement LX Starter
	Implement UMS Phone Notices
	Assess FMI Impact
Deliver value to all CCS members: <i>CCS consistently delivers high-quality services that maximize member libraries' return on investment.</i>	Renegotiate Polaris Contract
	Wauconda/Rolling Meadows Migration
Model operational excellence: <i>CCS runs efficiently, communicates effectively, and strives for excellence.</i>	Research Nonprofit Status
	CCS Web Tools Accessibility Audit
	Adopt Tuition Reimbursement Policy