

## **Strategic Plan for Technology and Telecommunications: Action Plan for FY10 (section VI)**

Grant funds set aside for the use of technology to improve information access via the Illinois library network must be sufficient to make a measurable impact. The ILLINET Network Advisory Council recommends a minimum of 40% of the funding available for competitive Library Services & Technology Act grants be allocated for projects that address this action plan and lead to models that can be replicated in other locales.

Recommended priority areas for FY10 grants are listed below. These suggested areas, which are tied to goals in the *Strategic Plan for Technology and Technology in Illinois Libraries*, are not in prioritized order.

**GOAL: Continue to Improve Services to Patrons Through Expanded Information Discovery, Access and Delivery:**  
**[LSTA Goal 2 – Position Illinois libraries to provide access to abundant resources and information, both virtual and tangible, to collaborate for resource sharing, develop ideas that embrace technology and extend library services for all Illinois citizens]**

### **Priority Areas in FY10:**

- ▶ Implement emerging web-based initiatives geared towards more participation by library patrons in library services. Examples include, but are not limited to, blogs for patron book discussions, enabling tagging the library online catalog to make it more attractive to library users, and utilizing instant messaging to connect reference service with younger people.
- ▶ Provide support for implementation of unified access through federated searching, etc., to library catalogs and electronic resources, leveraging library content and patron-contributed content for both on-site and remote access.
- ▶ Provide funding for collaboration utilizing open source software for library system-wide projects. Examples include consulting assistance and staff training.
- ▶ Enhance cooperation and collaboration within and beyond the library community by providing grants to encourage libraries to become library system automation program members.
- ▶ Increase information about serial holdings in Illinois libraries through a concerted effort to update and expand local holding records (LHRs) in OCLC WorldCat for print and non-print serials. Re-evaluate the impact of the initiative before committing to this effort in FY11.
- ▶ Digitize valuable unique collections in Illinois that address local and Illinois history and resources. Digitized collections should be available through the Illinois Digital Archives or, at a minimum, through Digital Illinois. An example is digitization of key historic state government publications.

**GOAL:**        **Augmenting Training Opportunities and Outcomes:**  
**[LSTA Goal 1: Position Illinois libraries as the educational anchor of the community by providing opportunities that support information fluency and lifelong learning to address the diverse needs of Illinois residents.]**

**Priority Area in FY10:**

- ▶ Expand access to and train library staff statewide on effective utilization of new web-based technologies and virtual meeting/web conferencing collaboration software to improve services to library users.
- ▶ Expand training for library patrons on the use of library resources including remote access, critical use of Internet information, user-generated content and newer web-based functionality.

**GOALS:**        **Stimulate Research and Development**  
**Employ Strategic Use of Operational Standards**  
**[LSTA Goal 4: Provide tools for the future to facilitate the ability of libraries to lead their communities through planning, research, innovation, partnerships, best practices, and discovery to improve library service for Illinoisans.]**

**Priority Area in FY10:**

- ▶ Define and address minimally acceptable connectivity standards for Internet services in libraries implementing web-based initiatives that are bandwidth-intensive. Collaborating with other relevant agencies and associations and addressing bandwidth management should be part of the grant projects.
- ▶ Formally assess the impact of newer web-based initiatives including the impact of user-generated content and the financial requirements for virtual library services.
- ▶ Develop a white paper or consulting study on the future of technology for Illinois library service.

The evaluation plans of the grants funded in these areas should address effective techniques in providing training, demonstrations and access to more information, depending on the nature of the grant project. Grant results and what did not work should also be shared broadly at conferences and via a WebJunction Illinois library wiki on best practices for LSTA technology grants.