rails

Reaching Across Illinois Library System

Fax: 630.734.5050 | railslibraries.info

125 Tower Drive | Burr Ridge IL 60527 | 630.734.5000 |

19 April 2018

TO: **RAILS Board of Directors**

FROM: **Deirdre Brennan**

SUBJECT: **FY 2019 System area and per capita grant – System operational plan draft**

Enclosed in your packet is a draft of the operational plan for FY 2019. This is the narrative part of our area and per capita grant application where we outline the activities that we will undertake in the next fiscal year. The grant application is due to the State Library on June 1. At our April meeting, we will discuss this draft and then staff will make any necessary revisions so that the Board can approve the grant application at the May meeting.

The timing this year is a little tricky because we are in the midst of revising the strategic plan. Fortunately, we have completed most of our data gathering and so have been able to incorporate some of our findings in the draft plan. You will also see several references to the strategic plan update; we have incorporated language that will enable us to change or add projects, if necessary, based on completing the new strategic plan.

Work on the budget to support the operational plan is also underway. At the May meeting, we will provide a detailed narrative of the budget and how it aligns with the operational plan.

Here are some highlights/key projects for our discussion:

Page 2:   Implementation of system membership standards for data collection only
             Member engagement plan and the strategic plan

Page 4:   Expansion of scope of multitype collaborative grants

Page 5:   Stewardship and investment plans

Page 7:   Possible facilities changes

Page 8:   Board orientation

Page 9:   Explore More Illinois project

I will be happy to answer any questions in advance of the meeting, and I look forward to a more detailed discussion of these projects and other aspects of our draft plan.

Thank you.

RAILS FY2019 System Area and Per Capita Grant Application

3.0 System Operational Plan - DRAFT

Introduction

This document outlines the Reaching Across Illinois Library System's (RAILS) plan of service for FY2019. As we implement this plan, our overarching goals will be to ensure that we provide the best possible service to RAILS member libraries and to help them provide the best possible service to their customers.

At the time of this writing, RAILS is in the process of revising our strategic plan. This process has involved extensive efforts to gather feedback from all of our member libraries of all types (academic, public, school, and special) throughout the RAILS area. As much as possible, this document reflects the major feedback we have received thus far. After we finalize our new strategic plan, RAILS will also plan activities to respond to any additional major member feedback areas in FY2019.

This document follows the same structure as the administrative rules for library systems. All activities below are in alignment with those rules and support the Illinois State Library's (ISL) statutory priorities.

1.   Administration

Active Membership Review and Certification

Goal: *Conduct ongoing, active review of RAILS membership to ensure that all members meet system standards and complete the certification process, to welcome new member libraries to strengthen RAILS as a multitype library system, and to ensure current information on all member libraries*

Objectives	Planned Activities	System Standard
Complete annual library certification	-Consult with members on ongoing basis -Publicize need to certify via RAILS communication tools and in-person encounters -Contact/work with libraries that do not certify -Work with members throughout FY2019 to ensure they meet membership standards	
Recruit new RAILS members	-Approach new libraries/existing libraries that are not yet members to discuss RAILS membership as appropriate -Visit potential members to ensure they meet membership criteria -Work with RAILS Board on new member recommendations for approval by ISL	

Objectives	Planned Activities	System Standard
Ensure that RAILS has accurate information on members	-Publicize importance of keeping L2 data up-to-date to all member libraries via RAILS communication tools, in-person member visits, and other means -Consult/provide instruction on keeping L2 data up-to-date via methods described above and via the L2 Help Desk	

Goal: *Complete development of revised system membership standards and help libraries meet the new standards by offering training and other support*

Objectives	Planned Activities	System Standard
Implement standards as of July 1, 2018 for data collection purposes only	-Collect data via a web form from as many libraries of all types as possible on core standards only, including which core standards they currently meet, which they may have difficulty meeting, etc. -Provide training and consulting to libraries to help them meet core standards -Work with the Illinois Library Association (ILA) committee revising *Serving Our Public* to ensure that system membership standards are aligned with the new version of those public library standards -Collaborate with ISL, Illinois Heartland Library System (IHLS), and Chicago Public Library System (CPLS) on possible statewide implementation -Form system membership standards committee, including representatives from system member libraries, Illinois library systems, and ISL, to oversee testing, data collection, and compliance	

Member Communication/Engagement

Goal: *Fully engage with members from all types of libraries throughout the RAILS area to ensure they are aware of system programs/services and to better understand, anticipate, and meet their needs.*

Objectives	Planned Activities	System Standard
Develop and implement a RAILS member engagement plan	-Analyze feedback from RAILS strategic plan revision process to ensure that engagement strategies meet the needs of RAILS member libraries of all types -Gather additional feedback from members throughout FY2019 on how RAILS can most effectively engage with members and help them engage with each other -Ensure that RAILS plans activities to meet the needs of libraries of all types, including in-person and online strategies	

Objectives	Planned Activities	System Standard
Communicate about RAILS programs/services via a variety of tools/methods and ensure that all RAILS members have opportunities to communicate with RAILS for more information about available programs/services	-Promote programs/services via *RAILS E-News* and special e-newsletters for academic, school, and special libraries (see below) -Visit as many member libraries throughout the RAILS area as possible, concentrating on libraries that have not been visited in the previous two years -Schedule quarterly RAILS member updates -Plan meetings in all areas of the system to promote programs/services and provide networking opportunities -Produce monthly *Sparks* podcast -Exhibit at ILA, Association of Illinois School Library Educators (AISLE), Association for Rural and Small Libraries (ARSL), Health Science Librarians of Illinois (HSLI), Reaching Forward, Reaching Forward South, and other conferences -Work with RAILS IT to analyze RAILS videoconference locations to ensure that all libraries are within reasonable distance of a videoconference location	
Communicate benefits of RAILS membership to academic, school, and special library members	-Publish periodic e-newsletters for academic, school, and special libraries -Schedule member informational/networking meetings for different library types, including virtual meetings -Target nonpublic members for library visits -Use type of library mailing lists to communicate benefits, including RAILS lists, AISLE, Illinois Association of College and Research Libraries, and Special Librarians Association – Illinois chapter lists -Present programs/sponsor exhibit booths at conferences for different types of libraries	
Continue to expand RAILS' social media presence to engage RAILS members	-Enhance RAILS' Facebook presence to communicate with and engage members -Enhance RAILS' Twitter presence to communicate with and engage members -Enhance RAILS' Instagram presence to communicate with and engage members	
Update RAILS logo and brand to reflect revised strategic plan and to remove association with talking book services	-Widely promote revised RAILS strategic plan, including the member feedback that helped shape the revised plan -Connect new RAILS brand/logo to revised strategic plan -Develop and implement rebranding plan	

Goal: *Foster networking and collaboration between staff from all types of RAILS member libraries to create a community of connected peers and to build on the strengths of multitype cooperation*

Objectives	Planned Activities	System Standard
Encourage networking between RAILS members	-Schedule member networking events in all areas of the system and virtual events as appropriate -Continue to look for opportunities to combine RAILS continuing education (CE) events and networking meetings -Plan networking events at library conferences -Encourage use of RAILS mailing lists/online forums -Establish new mailing lists/forums as needed -Publicize existing networking groups -Assist in the formation of new networking groups -Investigate new models for encouraging/enhancing member networking, including using social media -Plan additional networking opportunities based on feedback gathered during FY2018 strategic plan revision process	
Develop collaboration opportunities for staff from different types of libraries	-Continue to offer/promote multitype collaborative grants to encourage collaborations between different types of libraries -Expand scope of multitype collaborative grants to include fostering partnerships between libraries and outside agencies/organizations to encourage more libraries of all types to participate -Promote grant awardees to model best practices and to encourage other libraries to collaborate with each other -Plan additional member collaboration opportunities based on feedback gathered during FY2018 strategic plan revision process	

Goal: *Ensure that RAILS is meeting member needs in the most effective way possible*

Objectives	Planned Activities	System Standard
Evaluate impact and effectiveness of RAILS programs/services on members	-Continue to evaluate RAILS programs/services as appropriate via member surveys and other means -Continue to perform in-depth evaluations of different RAILS program/services to ensure that they are meeting program goals and are having an impact on RAILS member libraries -Implement changes to select programs/services as a result of evaluation activities -Find ways to share evaluation methods with RAILS members	

Objectives	Planned Activities	System Standard
Ensure all system members have opportunities to provide input on RAILS planning and evaluation activities and programs/services	-Make changes to RAILS planning and evaluation activities and programs/services based on extensive member feedback gathered during FY2018 strategic plan revision process -Continue to solicit member feedback at events where members are present, library visits, via surveys, and other means -Make changes to RAILS programs/services based on additional member input received throughout FY2019	

Human Resources

Goal: *Attract, retain, develop, and reward a superb RAILS staff and foster a collaborative culture that seeks continuous improvement*

Objectives	Planned Activities	System Standard
Ensure that RAILS has staff to support administrative rules requirements and strategic plan initiatives	-Hire additional RAILS staff as needed -Research and implement new ways to attract high-quality staff -Continue to enhance RAILS' onboarding procedures, including reexamining the video used to help orient new staff to RAILS and providing RAILS managers with tools to help establish best practices for interviewing and onboarding new staff	
Find additional ways to support and develop RAILS staff	-Encourage/support staff professional development -Continue work of RAILS Employee Committee to develop collaborative activities for all staff -Coordinate annual all-staff retreat -Continue to use Staff Enrichment Team as a sounding board and advisory group -Investigate opportunities to reward staff to improve overall retention	

Finance/Accounting

Goal: *Provide excellent stewardship of RAILS financial resources and participate in activities to help Illinois libraries manage their resources more effectively*

Objectives	Planned Activities	System Standard
Continuously monitor state funding and RAILS' expenditures and financial position	-Conduct annual review of costs/contracts -Continue to enhance the program budget process -Closely monitor RAILS investments and make changes as appropriate	

Objectives	Planned Activities	System Standard
Ensure financial sustainability for RAILS and RAILS members as possible	-Investigate and find efficiencies and cost savings for RAILS operations wherever possible -Streamline processes and procedures wherever possible (See specific examples of these activities in other sections of this document)	
Provide leadership via RAILS staff participation on LIMRiCC (Library Insurance Management and Risk Control Combination) Board and LIRA (Libraries of Illinois Risk Agency) Board Executive Committee	-Participate on LIMRiCC Board by RAILS staff member serving as Treasurer -Participate on LIRA Executive Committee by RAILS staff member serving as Treasurer -Participate in additional library management networking groups	

Information Technology (IT)

Goal: *Maintain a robust technology infrastructure to support RAILS operations, member services, and member communication efforts*

Objectives	Planned Activities	System Standard
Ensure a strong and secure technology infrastructure at all RAILS service centers	-Continue ongoing maintenance and upgrade activities for all RAILS technology systems, including operations, security, staff and vendor support of datacenter, networking infrastructure, applications, web services, staff and office technology, and other tools that support RAILS operations -Develop/procure and support new technology services required to underpin new RAILS services and initiatives	
Assist with replacement of Library Learning (L2) platform to ensure accurate and secure data and a sustainable statewide solution	-Continue helping to develop shared understanding of needs/uses of L2 for all stakeholders (RAILS, ISL, IHLS, CPLS, system members) -Secure state funding to support L2 replacement -Collaborate with other stakeholders to assess replacement options, select best option, and begin implementation -Continue to serve as lead agency with responsibility for L2 oversight, customization, etc.	

Objectives	Planned Activities	System Standard
Support communication with RAILS members	-Support/enhance RAILS videoconference and web conference services -Work with RAILS Communications team to research need for additional videoconference locations -Continue to make RAILS Polycom bridge available for IHLS use -Continue providing subsidized conference calling accounts to networking, continuing education, and other RAILS member groups	

Facilities Management

Goal: *Make changes to RAILS facilities to insure compliance with all building codes and continue to reduce RAILS' physical footprint as possible*

Objectives	Planned Activities	System Standard
Develop long term plan to optimize number and locations of RAILS buildings and delivery hubs	-Continue working with LASA on delivery hubs (see delivery section) -Keep Coal Valley service center on market and develop contingency plan if building sells to relocate current staff/operations -Explore possibilities for alternate locations of Coal Valley, East Peoria, and Rockford service centers -Discuss PrairieCat's long-term facility needs with PrairieCat management staff in light of possible changes in RAILS facilities	
Continue to make changes at Burr Ridge service center to make the most efficient use of existing space and to meet the changing needs of RAILS staff and members	-Refurbish former talking book space to serve as storage area for system records, etc. -Refurbish space formerly used by SWAN staff to serve as an additional member meeting area -Replace empty office with area for recording continuing education webinars, podcasts, etc.	
Investigate/implement additional ways to enhance safety of RAILS staff and members at all facilities	-Investigate/institute active shooter training at all RAILS facilities -Upgrade/install security cameras in all RAILS facilities -Install electronic access devices on entry doors to increase security	

Other Administrative Activities

Goal: *Ensure the smooth operation of RAILS by maintaining a strong infrastructure*

Objectives	Planned Activities	System Standard
Ensure that the RAILS Board is engaged, has a basic knowledge of RAILS programs/services, and that new board members receive a thorough and effective orientation to the system	-Make changes to board orientation and engagement activities based on evaluation project conducted in FY2018 -Communicate regularly with board through board mailing list and other means -Keep board informed about critical RAILS issues and about important issues for libraries of all types -Encourage all board members to visit the Burr Ridge administrative headquarters and to meet with appropriate staff -Schedule board meetings in different parts of the RAILS area as possible so the board can learn about different areas of the system -Support board conference/meeting attendance as appropriate	
Continue work on RAILS records retention	-Work with the Illinois State Archives on refining the RAILS record retention plan -Continue consolidation of records so that the Burr Ridge service center is the primary site for records management -Continue regular review of records for possible disposal; submit application for disposal and dispose of records after approval is received	
Assist members in holding networking meetings at RAILS facilities and adding member events to L2 calendar	-Continue to assist members with adding their meetings to the L2 calendar -Investigate possibility of members adding their own meetings in whatever option is chosen to replace L2 (see above)	
Provide required reports/applications to ISL and distribute ISL information to RAILS members	-Submit Area and Per Capita grant application -Submit system annual report -Publicize ISL news to RAILS members via *RAILS E-News* and other means -Encourage members to subscribe to ISL e-news	

2.   General Resource Sharing

Maintaining/Strengthening Resource Sharing (including training/consulting)

Goal: *Continue to promote, support, and expand resource sharing among RAILS/Illinois libraries and encourage all libraries to share materials as freely and widely as possible*

Objectives	Planned Activities	System Standard
Promote benefits of resource sharing to all RAILS members	-Roll out and promote revised RAILS Resource Sharing Plan to all members to ensure adherence with system and state resource sharing policies and to encourage resource sharing -Promote and strongly encourage resource sharing during all relevant member encounters, etc. -Promote and strongly encourage resource sharing via *RAILS E-News*, at conference programs and exhibit booths, at networking group meetings, and through other communication vehicles	
Consult with members and offer training on resource sharing	-Provide continuing education (CE) and one-on-one assistance to members related to resource sharing (see also CE section) -Provide resource sharing information on RAILS website -Assist members with resource sharing issues and help them meet requirements in RAILS Resource Sharing Plan and administrative rules via one-on-one consulting and member visits -Look for opportunities to provide training/presentations on resource sharing for school library staff	
Continue to look for ways to enhance resource sharing statewide and beyond	-Seek opportunities to participate in conferences, workshops, etc. to promote resource sharing -Collaborate with ISL on resource sharing activities -Collaborate with IHLS and CPLS on resource sharing activities -Collaborate with AISLE, CARLI, Illinois Association of College and Research Libraries, ILA, and Special Libraries Association-Illinois chapter -Explore the Inter-System Sharing Initiative offered by Auto-Graphics as a possible alternative to OCLC WorldShare ILL for some out-of-state interlibrary loans	
Implement Explore More Illinois program as a way for libraries to work with cultural/recreational organizations to make their resources available and discoverable to Illinois residents and for libraries to foster community engagement, partnerships, and cultural literacy	-Continue recruiting museums/other cultural organizations to participate in program -Implement program -Publicize program to RAILS members, museums and cultural/recreational organizations -Help libraries promote the program -Encourage Chicago Public Library to participate -Foster community enjoyment/engagement and cultural literacy for Illinois residents through public libraries -Strengthen partnerships between museums and local libraries	

3. Bibliographic Access

LLSAPs and Related Services

Goal: *Lead and work with Local Library System Automation Programs (LLSAPs), independent consortia, and standalone libraries to expand resource sharing of materials*

Objectives	Planned Activities	System Standard
Support existing RAILS LLSAPs	-Implement new one-year LLSAP contracts for FY2019 -Support existing LLSAPs as of July 2018 (PrairieCat, RSA, and SWAN) per new contract requirements -Ensure successful transition for PrairieCat employing their own staff as of July 2018 -Begin implementing a new annual LLSAP support grant program to replace the current LLSAP contracts (changes to take effect in FY2020)	
Support RAILS independent consortia to further expand and encourage resource sharing within the system	-Support RAILS independent consortia and continue to work on process for them to become RAILS LLSAPs under expanded definition approved by the RAILS Board -Work with Consortia Committee to recommend ways to improve/increase consortial resource sharing -Continue to lead discussions of LLSAP funding changes based on need for sustainability, equity and stewardship	
Promote benefits of joining an LLSAP or independent consortium and work with libraries to join existing consortia	-Promote value of consortia membership to all types and sizes of RAILS libraries via RAILS communication tools and member encounters -Determine future direction for RAILS LLSAP membership grant program -Promote Find More Illinois as an alternative for libraries that are unable to fully participate in resource sharing because of financial or other limitations, including as a possible alternative to OCLC	
Support continued development and implementation of resource sharing overlay (Find More Illinois)	-Provide continued training and support for pilot project participants -Develop documentation, training materials, branding, marketing materials, and the Find More Illinois website to support the program -Develop a scaled membership fee structure to make participation as affordable as possible for libraries of all sizes and types -Develop processes and procedures to streamline implementation for new libraries	

Objectives	Planned Activities	System Standard
	-Heavily publicize Find More Illinois to member libraries, including at library conference exhibit booths and via possible conference presentations -Heavily publicize availability of Find More Illinois for the general public, including assisting participating libraries with marketing to their communities -Recruit libraries for expanded project	

Additional Bibliographic Access Services

Goal: *Improve discovery of library collections to improve resource sharing statewide by helping libraries to organize their collections so materials can be located, retrieved and accessed in a timely manner*

Objectives	Planned Activities	System Standard
Encourage and support high-quality, cost-effective cataloging for all types of RAILS libraries	-Hire Cataloging Services Coordinator -Continue to offer and expand cataloging training -Publicize Cataloging Maintenance Center (CMC) services to RAILS members -Determine whether CMC can meet the needs of RAILS members identified in FY2018 CMC survey. Conduct additional research with members as needed. -If existing CMC is not able to meet the cataloging needs of RAILS members, develop business plan and seek state grant funding to extend CMC grant offerings to RAILS member libraries of all types	

4.   Consulting and Continuing Education (CE)

Goal: *Continue to develop, implement and evaluate a CE/consulting program that meets the changing needs of RAILS member libraries and that leverages partnerships and expertise within RAILS and among other organizations and partners*

Objectives	Planned Activities	System Standard
Offer CE/consulting services to meet requirements of administrative rules and membership standards	-Offer consulting/CE on resource sharing, library advocacy, management and practice, and other core service areas -Develop training to help libraries meet core system standards as referenced above	
Plan CE/consulting to address RAILS member needs	-Plan CE/consulting to address needs identified during FY2018 strategic plan revision process -Continue to gather member input on CE needs and implement training to meet those needs as appropriate	

Objectives	Planned Activities	System Standard
Identify/monitor issues and trends affecting RAILS members and provide CE/consulting to help members respond to those issues	-Provide training to help libraries deal with social issues and to serve people with special needs (homeless, people with disabilities or mental illnesses, etc.) -Plan RAILS CE to help fill gaps between what new librarians learn in library school and what they are faced with on the job -Provide OMA training/consulting -Provide E-rate training and/or consulting -Offer CE on library privacy and IT security -Provide training on keeping library staff and patrons safe (active shooter training, etc.) -Provide assistance with other issues as appropriate	
Support leadership training for Illinois library staff	-Help plan/support Directors University -Help plan/implement Elevate leadership program	
Provide CE/consulting to support digitization activities and Illinois Digital Public Library of America (DPLA) hub	-Work with Illinois Digital Heritage Hub to provide training -Support member digitization projects that were awarded a digital imaging grant from ISL -Partner with appropriate organizations to provide digitization training/consulting	
Support other activities to bring CE to all types of RAILS libraries and all areas of RAILS	-Offer CE grants to individual RAILS libraries, consortia, and networking groups to encourage them to offer CE of interest to other RAILS members -Expand number of RAILS training events targeting school librarians and eligible for Professional Development hours -Use remote meeting tools such as GoToMeeting, live video streaming, and videoconferencing -Offer on-demand People Connect Institute webinars	
Form partnerships to bring CE/consulting to libraries throughout the RAILS area and beyond	-Continue partnership with the Management Association to provide CE and discounted membership -Continue partnership with Ancel Glink to offer statewide FOIA hotline -Continue partnership with United for Libraries to provide statewide trustee training -Continue sharing RAILS-initiated CE and consulting services with IHLS and CPLS as possible -Continue to serve as sponsor for library-related conferences as possible	

5.   Delivery

Goal: Continue to provide the highest quality delivery service possible to all RAILS member libraries via a number of different delivery methods and based on need

Objectives	Planned Activities	System Standard
Provide high-quality delivery service to RAILS members based on need and volume	-Work with members to select most appropriate delivery method (RAILS vehicle, U.S. Postal Service, and/or courier service) -Publicize available delivery services to all RAILS members -Acquire new delivery vehicles/investigate leasing options as needed -Conduct annual delivery satisfaction survey -Determine highest quality, most efficient, and most fiscally responsible method for providing delivery service to all RAILS communities.	
Outsource delivery to improve efficiency and fiscal accountability	-Continue contract with Continental Transportation to provide delivery service for members in Burr Ridge and Wheeling service areas -Continue contract with Comet Messenger Service to provide delivery service for RAILS libraries in Chicago as appropriate	
Offer consulting/CE on delivery standards/ procedures	-Consult with members on one-to-one basis and via delivery ticketing system -Continue developing video delivery training as appropriate and making it available through the RAILS website	

Goal: Work with ISL and IHLS to continue to implement recommendations from Illinois State Library Delivery Advisory Committee

Objectives	Planned Activities	System Standard
Create new community delivery partnerships (CDPs) where appropriate	-Identify potential CDP candidates -Contact libraries to discuss CDP options -Initiate/achieve formal agreement with libraries	
Ensure RAILS member participation in quarterly delivery fine counts	-Publicize need for all members to participate in fine counts -Consult with libraries on an individual basis as needed -Examine fine count data to determine potential changes to existing delivery routes -Investigate automating fine count data collection to expedite the process and to eliminate all of the paper currently being collected	

Objectives	Planned Activities	System Standard
Use statewide delivery ticketing system	-Continue to promote use of system to RAILS members via delivery route lists, other RAILS communication tools, and in-person member encounters	
Ensure one delivery point per library agency	-Ensure that libraries are aware of their delivery pick-up point, especially school libraries -Work with ISL to determine how to best serve Chicago Public Schools	

Goal: *Collaborate with ISL, IHLS, CARLI, and other stakeholders to investigate changes to current delivery structure in Illinois to make better use of state financial resources and achieve other efficiencies*

Objectives	Planned Activities	System Standard
Provide statewide delivery service through ILDS	-Continue work with CARLI and IHLS to resolve issues and to explore future service improvements -Prepare for ILDS contract renewal and work with ISL and CARLI on potential changes to contract	
Explore more efficient model to provide delivery service	-Continue working with Laboratory for Applied Spatial Analysis (LASA) to analyze current delivery routes and hub locations to find different options that will result in more efficient delivery service for system members and potential cost savings for RAILS -Investigate ways to optimize delivery routes using existing hubs -Investigate possibility of automating internal daily delivery paperwork by capturing the information electronically with tablets or other devices	
Investigate multistate delivery arrangements with Missouri, Iowa, Wisconsin, and Indiana	-Explore possible partnership with Wisconsin, which has already indicated a preliminary interest -Explore possible opportunities with other states	

Goal: *Ensure accurate delivery data, including data on delivery routes and locations*

Objectives	Planned Activities	System Standard
Monitor L2 delivery data	-Perform annual "L2 data scrub" to ensure that L2 delivery data remains current -Update delivery data in L2 as changes are made -Continue to work to automate data collection to ensure standardization and to avoid unnecessary time and effort being spent on data clean-up due to discrepancies among multiple sources of delivery data (L2, route lists, delivery volume spreadsheets, etc.) -Find replacement to aging and unsecure L2 infrastructure as described above	

6. **Reciprocal Access, Reciprocal Borrowing, Interlibrary Loan (ILL), and Nonresident Services**

Goal: *Ensure that all RAILS members are familiar with and follow administrative rules and other statutes/policies regarding reciprocal access, reciprocal borrowing, interlibrary loan, and nonresident services*

Objectives	Planned Activities	System Standard
Provide training and consulting on reciprocal access, reciprocal borrowing, ILL, and nonresident services	-Heavily promote and consult with members on revised RAILS Resource Sharing Plan as described above -Conduct one-on-one consulting and training with members on other relevant issues -Provide instructional information and resources on RAILS website, including training videos -Promote intergovernmental agreement template for library boards interested in entering into agreements with untaxed residents	
Gather and publicize nonresident information as required by administrative rules	-Publicize the requirement for library boards to vote annually on participation in nonresident program and for members to update their participation information on RAILS website -Work with member libraries to ensure we receive the required information -Publicize names of participating and nonparticipating public libraries on L2	

Goal: *Support access to information for all Illinois residents and the role of libraries in providing information*

Objectives	Planned Activities	System Standard
Continue to work on RAILS plan for serving the unserved	-Work with Imagination, a Chicago content strategy and marketing firm, on a pro bono pilot project to expand service to the unserved in the Elgin area -Continue to work with Warren County Public Library District in Monmouth on a possible demonstration project for unserved residents along the borders of Warren County	
Work with ISL, IHLS, ILA, and other key stakeholders to address issues related to unserved and underserved Illinois residents	-Continue to participate in strategy sessions to talk about unserved/ underserved issues in Illinois	
Identify virtual solutions to unserved/underserved issue	-Promote BiblioBoard platform to deliver e-content to anyone in Illinois via a geolocation option -Identify other potential virtual solutions	

7.   Other Resource Sharing Services

E-Resources/Self-Publishing

Goal: *Expand access to e-books and e-book projects to strengthen individual libraries and help communicate the value of libraries*

Objectives	Planned Activities	System Standard
Continue to grow and develop eRead Illinois	-Analyze eRead Illinois collection and make changes to collection development and training as necessary -Provide staffing/funding for eRead Illinois Axis 360 program -Develop/grow Axis 360 collection to meet user needs -Recruit RAILS libraries and IHLS non-SHARE libraries to join Axis 360 program -Support the marketing and training needs of participants -Continue working with Baker & Taylor to improve Axis 360 functionality for all library types, including consortia, and accessibility to better serve those with disabilities	
Continue to grow and enhance BiblioLabs partnership	-Continue to partner with BiblioLabs and provide support for available offerings on the BiblioBoard platform -Continue to publicize BiblioBoard offerings to all types of RAILS libraries via a variety of RAILS communication tools and member encounters	

Objectives	Planned Activities	System Standard
Work on pilot project to test single sign-on consortial access for libraries subscribing to multiple e-book platforms	-Continue to partner with Massachusetts Library System, New York Public Library, and Minitex on Institute of Museum and Library Services (IMLS) SimplyE for Consortia grant project	
Educate publishers on need for better e-book access and pricing for libraries and consortia	-Work on education efforts with other library organizations on a national level, including participating in national summit on e-books -Participate in BookExpo America 2019 -Provide continued leadership to ALA/American Association of Specialized and Cooperative Library Agencies interest group on consortial e-book platforms -Work with national partners to improve access to content and the user experience for readers -Continue partnership with the Independent Publishers Group to identify new models to deliver e-content through libraries with less friction	
Participate in projects/partnerships to further self-publishing efforts	-Continue offering and promoting BiblioBoard products featuring works by independently published authors -Continue offering group purchase pricing on BiblioBoard products for self-published authors -Continue participation in Soon to Be Famous Illinois Author project -Strengthen library resources and support to self-published authors available through local libraries -Support library efforts to connect readers to self-published content and writers by supporting their ability to identify quality content	

Discounts/Group Offers

Goal: *Provide economies of scale for collaborative purchasing initiatives to help scarce member library dollars stretch as far as possible and to increase resource sharing*

Objectives	Planned Activities	System Standard
Continue to offer discounts and group purchases for products/services of value to RAILS members	-Expand number of cooperative purchasing offers/discounts -Utilize group purchase/vendor discount program as a way to introduce members to new products and services to better serve users -Gather member input on desired discounts/group purchases and implement as appropriate	

Objectives	Planned Activities	System Standard
	-Continue to include CPLS and IHLS in group purchasing offers where feasible	

Adult Education

Goal: *Provide more opportunities for libraries to support the adult education needs of their customers*

Objectives	Planned Activities	System Standard
Help libraries support adult education for improved community literacy and workforce development	-Continue providing scholarships to RAILS libraries to offer online high school diplomas to their communities through Gale Career Online High School group purchase offer -Provide training on the public library role and resources in supporting community members in pursuing their high school diploma or passing one of the high school equivalency exams -Continue partnership with iPathways to provide instructional resources to successfully complete a high school equivalency exam	

Other Resource Sharing Activities

Goal: *Build cooperative relationships with partners and other stakeholders to expand resource sharing efforts throughout Illinois*

Objectives	Planned Activities	System Standard
Continue sharing resource sharing projects and partnerships with IHLS and CPLS as possible	-Continue sharing partnerships and services described elsewhere in this document and in section 3.2 of the RAILS APC application, including but not limited to BiblioBoard, eRead Illinois (with non-SHARE IHLS members), trustee training, FOIA/OMA hotline, etc.	
Collaborate on cooperative projects	-Collaborate with IHLS and CPLS on potential cooperative projects	

3.1 System Operational Plan – Unmet Core Services

To the best of our knowledge, RAILS currently meets all core service standards.