

January 27, 2009

QSAC

Three-Year Statewide Plan of Service Committee

“The cooperatives and the Library of Michigan develop a three-year statewide plan of service. Each cooperative develops an annual plan of service locally in conjunction with the statewide plan, showing how it implements statewide services.” QSAC Administrative Essential Core (2)

Need to develop Measureable Goals and Objectives

I. Basic Statewide Services

A. MeL

Goal: Contribute to and support the LM MeL Team’s effort to make MeL visible and accessible in all libraries and to market MeL in libraries and outside of libraries statewide.

Objective: MeL is a prominent offering on the web pages of 80% of Michigan’s public libraries by 2010.

Objective: MeL TV and radio PSAs are produced and distributed across Michigan.

B. MeLCat

Goal: Encourage and facilitate member libraries to become participating MeLCat libraries and facilitate the membership process.

Objective: 80% of public libraries join MeLCat by 2011.

Objective: Support libraries in their efforts to have their ILS vendors work with Innovative Interfaces, Inc. to adopt NCIP.

Objective: Assist libraries with workflow assessment to determine modifications needed to facilitate MeLCat participation.

C. Delivery

Goal: Work collaboratively with MLC to improve statewide delivery services.

Objective: Solicit regular feedback to identify delivery problems and work to develop statewide solutions.

II. Basic Cooperative Services

A. CE/Training:

Goal: Identify continuing education needs and develop coordinated statewide plan for coverage avoiding duplication of effort.

Objective: Each cooperative provides access to a core set of continuing education workshops over a three-year cycle.

Objective: LM and library cooperatives participate in a joint workshop each year.

Objective: Evaluate effectiveness of online & videoconferencing training learning experience.

Objective: Coordinate identified educational needs with LM , MLA, MCL, etc. to avoid duplication.

B. Technology:

Goal: Identify actual broadband/connectivity options available to libraries and users of Michigan libraries.

Objective: Investigate interactive classroom within 100 miles of member libraries.

Objective: Provide access to technology consultant.

- C. **Technology:** Broadband Survey (Gates)
 - Goal: Describe actual broadband available to users in Mi libraries.
 - As LM revises questions in the State Aid Report, work with libraries in filling out reports and surveys as accurately and completely as possible to ensure development of data that can be used to bolster efforts to increase bandwidth and connectivity over time.
 - Objective: Determine feasibility of fiber networks.
- D. **Technology and CE/Training:** Virtual Training
 - Goal: Expand online training options.
 - Objective: Statewide access to WebJunction online training.
- E. **Marketing:** Website software for libraries
 - Goal: Encourage member libraries to maintain up to date local websites or participate in LM's Plinkit initiative
 - Objective: Provide training and assistance as needed for member libraries that want to maintain a public library website.
- F. **Collaboration:**
 - Goal: Expand collaborations with other Michigan agencies.
 - Objective: MichiganWorks. Each cooperative provides one or more 'train the trainers' and classroom space available within Michigan Works regions. Cooperatives establish procedure for Michigan Works to purchase training.
- G. **Technology:**
 - Goal: Work with LM in their expanding partnership with agencies to improve connectivity options for libraries.
 - Objective: Form partnerships locally to connect schools, ISD's, and public libraries in the education fiber network.
- H. **CE/Training:** Trustee training. Work with LM to coordinate and avoid duplication of effort, etc.
 - Goal: Ongoing program of trustee training and certification.
 - Objective: Develop series of 30-minute online training videos each with a specific focus; i.e., Open Meetings Act, etc.
 - Objective: Use web hosting and eLearning pilot classrooms to host videoconferences for trustee training and possible certification.

IV. 2010-11

- A. **CE/Training**
 - Goal: Develop a basic library trustee series.
 - Objectives: Determine the core competencies for public library trustees.
 - Objectives: Develop a three year training program with onsite or video training components.
- B. **Technology:**
 - Goal: Web 2.0 tools
 - Objective: Explore usefulness of tools for cooperative services.
 - Objective: Offer at least one workshop every two year years.

V. 2011-12

- A. **Leadership:**
 - Goal: Work with LM on updating Coop QSAC requirements.
 - Objective: All cooperatives will be at the Enhanced level by 2012.
 - Objective: Eliminate grandfathering clauses.