



Public Library InterLINK 2016-2019 Strategic Plan

Message from the Board Chair



I am pleased to present Public Library InterLINK's 2016-2019 Strategic Plan. As Public Library InterLINK continues its fifth decade of serving the public through its member libraries, the Board has worked to develop a strategic plan that strengthens the supportive role that the Federation has always played, while actively seeking to develop new programs and services that reflect the innovative work being done in libraries.

InterLINK's member libraries are the lynchpins in their communities. They are forward-looking, innovative hubs of activity. As the Chair of the InterLINK Board, I see that activity not just in my library, but also across the entire InterLINK service area. As a federation that encompasses two-thirds of the population of British Columbia, InterLINK has the capacity to do impactful work that supports our member libraries, whether through the provision of resource sharing, developing collaborative programs that bring benefit to member libraries, or by organizing cost-saving purchasing programs that free up funding for local priorities. That support is InterLINK's mission and is something the Federation is proud to provide.

Working through this strategic planning process has reaffirmed my belief that InterLINK remains well positioned to deliver on its mission. The InterLINK Board shares this belief. The strategies identified in this plan, building on the strength of our member libraries, will ensure that the InterLINK vision of vibrant communities supported by strong public libraries continues to be a reality.

I would like to extend my thanks to the Board, Administrators and staff who have contributed to this strategic plan. Since the first meetings that established the need to go through the process, to the development of an RFP that provided an excellent opportunity to consider what the Board needed to look at, to the many sessions (both by the Board and the Administrators) with Michael Shoop, to the final touches that have resulted in this document, the process has been collaborative and invigorating.

As our member libraries continue to evolve, InterLINK will evolve in tandem. Together, we will work to benefit the communities we serve.

A handwritten signature in black ink, consisting of a stylized 'J' and 'S'.

John Schaub
InterLINK Board Chair

Executive Summary

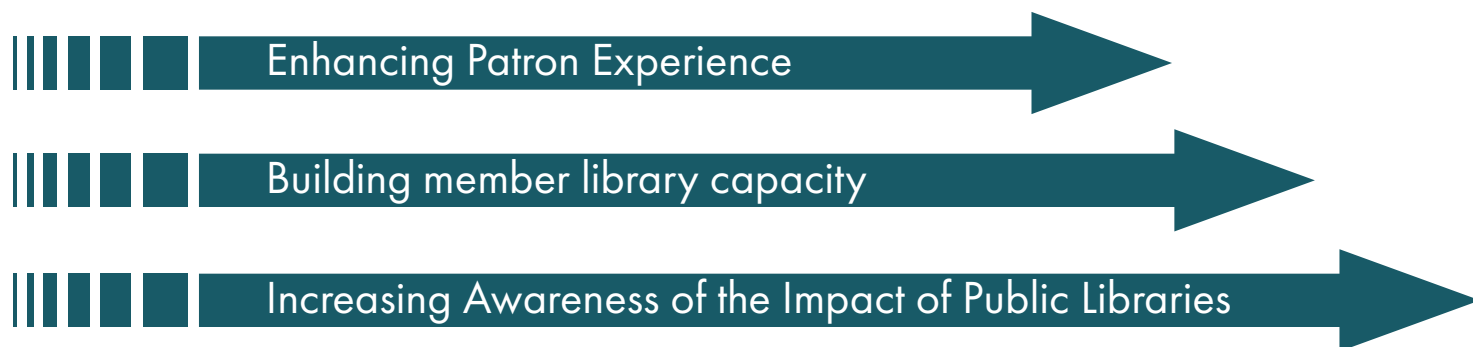
Since 1994, Public Library InterLINK has provided programs that support the delivery of excellent service in our communities. Through InterLINK, member libraries have worked collaboratively to provide open access to collections, develop programs that build capacity through shared expertise, and leveraged buying power through economies of scale. InterLINK has facilitated partnerships with outside agencies and organizations, including the Ministry of Education, BC Libraries Co-op, BC Electronic Library Network, other BC library federations, the BC Library Association, and Immigration, Refugees and Citizenship Canada, to extend the reach of the Federation and bring additional benefit to members and their communities.

While public libraries remain a fundamental community institution, profound changes in the way those communities interact with their libraries make it imperative for Public Library InterLINK to regularly revisit the manner in which we support the work of those member libraries. InterLINK must continually evolve to ensure its relevancy and that it continues to best serve the needs of our unique communities. InterLINK provides leadership and encourages innovation by providing a forum for member libraries to share local successes and expertise as well as providing a conduit to developments in the broader library community both in BC and in other jurisdictions.

This strategic plan outlines the path InterLINK will take in that evolutionary process over the next three years. The plan looks forward, anticipating where InterLINK can be most effective by examining those factors that significantly impact the Federation and its members. The development of the plan included an environmental scan and an analysis of InterLINK's strengths and opportunities, while seeking to understand the risk factors that could impact the Federation's ability to deliver on its strategic directions. This process is a vital step in developing a shared vision for InterLINK and confirms that InterLINK is more than a service. It is the manifestation of the belief, as stated in InterLINK's first value statement, that working together increases the reach and effectiveness of libraries.

InterLINK's core services are supporting resource sharing and providing collaborative programs and services of benefit to member libraries. These core services are reflected in the 2016-2019 Strategic Plan. InterLINK supports the aspirations of its membership by harnessing the strengths of those members, drawing on the expertise of library staff and celebrating the diversity around the InterLINK table to maximize the Federation's impact.

InterLINK's strategic directions are:



Specific actions have been identified that InterLINK will carry out in pursuit of its mission. Those action items will be augmented by annual operational plans that guide the work of the Federation. This plan will be reviewed annually to ensure that it continues to reflect the strategic directions of its membership. Through this review process, the InterLINK Board, member libraries and the Federation's partners and funders will have a clear accounting of the impact of Public Library InterLINK.



InterLINK's Vision:

Vibrant communities supported by strong public libraries.

Mission Statement:

Supporting public libraries through resource sharing and collaborative programs.

Values:

Collaboration

We believe that working together increases the reach and effectiveness of libraries.

Equality

We believe that member libraries have equal voice in the decision making process at the InterLINK table.

Innovation

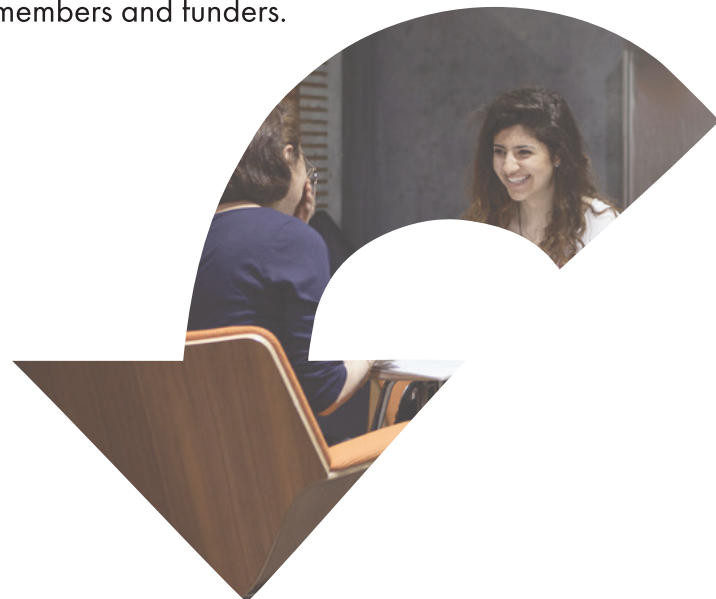
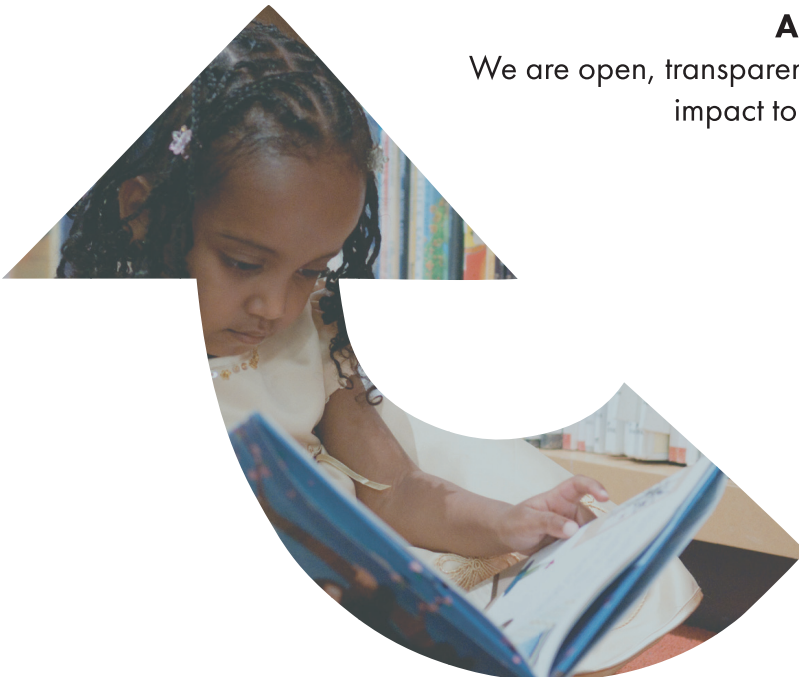
We encourage creativity, experimentation and the generation of new ideas.

Stewardship

We manage our resources in a manner that brings maximum benefit to member libraries.

Accountability

We are open, transparent and committed to demonstrating our impact to members and funders.





Strategic Direction #1 - Enhancing Patron Experience

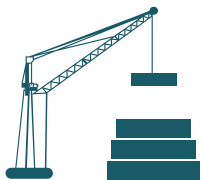
Objective

Improved resource sharing among member libraries

Improved resource sharing with libraries across the province

Action

- Identify and review opportunities to improve resource sharing among member libraries, including the delivery service
- Explore the desirability of centrally located collections
- Identify and review opportunities to improve resource sharing with post-secondary libraries
- Support improvements to resource sharing with other public libraries across the Province
- Monitor provincial resource sharing initiatives and their impact on member libraries. Adjust InterLINK's resource sharing strategies as appropriate



Strategic Direction #2 – Building Member Library Capacity

Objective

Library staff receive training appropriate to contribute to their library's success

Realize cost efficiencies through consortial purchasing programs

Enhanced library capacity achieved through collaborative programs and the sharing of best practices and expertise

Action

- Identify, coordinate and evaluate development opportunities for member libraries
- Provide a clearing-house for the sharing of member library and partner development opportunities available to InterLINK libraries
- Facilitate and support opportunities for libraries to develop leadership capacity among staff
- Develop additional collaborative projects of value to libraries
- Manage additional consortial purchasing projects resulting in cost efficiencies for participating libraries
- Explore opportunities to expand existing InterLINK programs across the Federation
- Provide appropriate information sharing tools and strategies to assist member libraries in their decision-making



Strategic Direction #3 - Increasing Awareness of the Impact of Public Libraries

Objective

Communities have an increased awareness of the impact of public libraries

Funders have increased awareness of the impact of Public Library InterLINK

Action

- Provide mechanisms for member libraries to share local expertise that enhances the ability to communicate the impact of their library as well as their accomplishments and successes
 - Provide access to tools and templates that can be customized for local community needs and utilized to communicate library impact
 - Support the Libraries Branch in the development of its strategic plan and other projects that support the increased awareness of the role public libraries play within communities
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- Develop common language for reporting on InterLINK's impact on improving library service across the region and Province
 - Provide InterLINK Board members with information that highlights InterLINK's impact and facilitates the sharing of that information with funders





Public Library InterLINK is committed to the following steps to achieve the goals and actions contained in this plan.

We will:

1

Share this strategic plan widely with both direct and indirect partners to ensure they are immediately aware of the path we have charted. The plan will be distributed to member libraries and partners, and posted to the InterLINK website by June 2016.

2

Review our strategic plan annually to ensure its continued relevance and make any necessary changes. This process will be undertaken at the September Board meeting.

3

Renew our operational plan, budget and other planning documents annually to ensure they all reflect the three Strategic Directions set out in this plan. This process will be undertaken at the November Board meeting.

4

Work with our partners to ensure this strategic plan is pursued in a meaningful and productive manner. Ensure regular communication between InterLINK and its partners (including the Ministry of Education-Libraries Branch, BC Libraries Co-operative, other Federations and the BC Electronic Library Network).

5

Communicate progress on our three Strategic Directions widely, including issuing annual progress reports in the first quarter of the year.



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