

InterLINK Strategic Plan Refresh – 2012

Services to Users

Goal: Improve service to all users in InterLINK's service area, regardless of the user's "home library" by:

1. Establishing policy framework that will facilitate easier access to the collections in partner libraries.
 - AAG Working Group to develop process and deadlines

Services to Member Libraries

Goal: InterLINK will explore the viability of implementing a group purchasing program by:

1. Developing additional cost-saving consortial purchasing opportunities where appropriate.
 - investigate feasibility of collaborative services where appropriate
 - facilitate consortial purchase of selected shelf-ready world language materials for interested libraries, including standards for cataloguing and processing
 - work with interested libraries on a 2012 consortial purchase of patron cards

Goal: InterLINK will support its members as they work to collaborate effectively within the organization by:

1. Managing urban libraries settlement program in conjunction with participating libraries.
2. Supporting participating libraries in delivering Just Ask! chat service.

Goal: InterLINK will provide an avenue for member libraries to discuss and share best practices by:

1. Facilitating training opportunities for Board, AAG, InterLINK staff and partner library staff as appropriate.
 - development of "summit" meeting in 2012 to bring together Board and AAG to discuss issues affecting InterLINK and the 18 partner library- organizing sessions as needed
 - facilitate cross-training opportunities arising out of urban libraries settlement program
 - developing mechanism to take advantage of specific skills and expertise among InterLINK library staff
 - facilitating sharing of information regarding training opportunities offered by partner libraries
2. Further develop InterLINK website as an effective tool for libraries, Board and AAG.

External Relations

Goal: Advocate on behalf of InterLINK and member libraries by:

1. Continuing to liaise as appropriate with external agencies (Coop, LLB, BCELN, BC Digitization Coalition, other federations).
2. Pursuing grant proposals for collaborative programs/projects.
3. Investigate ways to increase public awareness of InterLINK services.