

HEARTLAND LIBRARY COOPERATIVE

ANNUAL PLAN OF SERVICE

FISCAL YEAR 2017-2018

The Annual Plan of Service is an outline of the cooperative's focus of activities during the year. The plan supports the goals, objectives, and action plan from the cooperative's Long-Range Plan, and are supported by the cooperative's budget as described.

The major emphasis during **Fiscal Year 2018 (October 1, 2017 to September 30, 2018)** will be:

- Fill computer technical assistant vacancy
- Complete American Disabilities Administration audit of myhlc.org
- Maintain current technology status; new purchases only for unexpected repairs
- Complete internet speed increase for all Libraries, waiting on Sebring hardware to be activated
- Complete database research to replace Polaris; hope to institute migration to new database in FY19
- Update e-vendors with an emphasis on free or lower cost products
 1. Keep universal class through recorded books for FY18
 2. Keep Baker and Taylor Axis360 for FY18 for schoolshare purposes
 3. Investigate utilizing Ancestry instead of Heritage Quest
 4. Investigate products like Hoopla and Epic
- Continue courier service to all 7 Libraries utilizing Manpower
- Continue "Pink Cart" program for all 7 Libraries utilizing Ingram
- Improve Genealogy Resources and Friends of the Library presence on myhlc.org upon completion of ADA website audit.
- Assist Libraries in applying for LSTA grants