

2022-2025 Strategic Plan



PINNACLE
LIBRARY COOPERATIVE



Why?

Pinnacle Library Cooperative is deeply committed to its member libraries: Fountaindale Public Library District, Joliet Public Library, Lemont Public Library, Plainfield Area Public Library, Shorewood-Troy Public Library, and White Oak Library District. To best support its libraries over the next three years Pinnacle Library Cooperative has undergone a strategic planning process to guide its work and resource allocation. With a new strategic plan, Pinnacle Library Cooperative will prioritize its new strategic directions: training and continuing education; governance and culture; communication; and resource sharing.

How?

Pinnacle Library Cooperative initiated a strategic planning process in the Spring of 2022. Amanda E. Standerfer from Fast Forward Libraries LLC was engaged to facilitate the planning process in three phases: **Learn, Dream, Do**. The **Learn** phase included a member survey and a SOAR (Strengths, Opportunities, Aspirations, Results) analysis with the Board. In the **Dream** phase, the Board discussed possible future pathways for the cooperative at a retreat session. This strategic plan will guide Pinnacle Library Cooperative through the **Do** phase as it executes its vision for the future.

Member Survey Highlights

● **98%**

of respondents said they were satisfied or very satisfied with PLC overall.

● **94%**

of respondents said they were satisfied or very satisfied with Polaris / Leap (ILS)

● **99%**

of respondents said they were satisfied or very satisfied with PLC's training.

● **96%**

of respondents said they were satisfied or very satisfied with OverDrive (Libby Collection).

About Pinnacle Library Cooperative

● Vision

Leveraging the power of innovative cooperation.

● Mission

We collaborate to provide access to resources that strengthen our member libraries' ability to serve their communities.

● Members

Fountaindale Public Library District
Joliet Public Library
Lemont Public Library
Plainfield Area Public Library
Shorewood-Troy Public Library
White Oak Library District

2022-2025

STRATEGIC DIRECTIONS

- Training & Continuing Education
- Governance & Culture
- Communication
- Resource Sharing





Strategic Plan 2022 – 2025

VISION

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MISSION

We collaborate to provide access to resources that strengthen our member libraries' ability to serve their communities.

TRAINING & CONTINUING EDUCATION



GOAL

Member library staff have the knowledge and skills needed to provide excellent service to end users.

GOVERNANCE & CULTURE



GOAL

PLC has strong leadership with supported and sustained operations.

COMMUNICATION



GOAL

Member library staff are knowledgeable about PLC.

RESOURCE SHARING



GOAL

PLC has strong leadership with supported and sustained operations.



Training & Continuing Education

● Goal

Member library staff have the knowledge and skills needed to provide excellent service to end users.

- Expand offerings for in-person and virtual training to address the needs of member library staff.
- Create on-demand training modules to cover all basic ILS training needs.
- Engage with committee members to provide additional resources.



Governance & Culture

● Goal

PLC has strong leadership with supported and sustained operations.

- Increase collaboration and engagement among member library directors and administration.
- Implement new systems to document Pinnacle staff duties and provide historical record of issues and system changes.
- Increase communication with committee chairs and administrative staff.



Communication

● Goal

Member library staff are knowledgeable about PLC.

- Expand Pinnacle-generated content by soliciting submissions from member libraries.
- Investigate and implement ways for board members to engage with committees.
- Consider rebranding the cooperative's logo, website, and internal intranet.



Resource Sharing

● Goal

PLC member libraries efficiently provide resources to end users.

- Continue to investigate tools and group purchasing options.
- Identify and implement local changes to increase the efficiency of existing delivery systems.

Next Steps

After the Board adopts this plan, Pinnacle Library Cooperative staff will develop and implement an activity plan.

Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and staffing. The activity plan will be reviewed and adjusted regularly.

Plan evaluation will evolve as data is collected and analyzed. Regular reports to the Board and members will be provided.

