

# SWAN Strategic Planning Committee

## Meeting Agenda

Friday, December 12, 2025 1:45 p.m.

Join Zoom Meeting

<https://swanlibraries-net.zoom.us/j/86007655233?pwd=bbcLltuD7HTcwOmxWbsEns0mleaaIl.1>

Meeting ID: 860 0765 5233

Passcode: 769942

1. Call to Order, Roll Call
2. Introduction of Visitors/Public Comment
3. Review SWAN Strategic Planning Project timeline and tasks (Exhibit pgs. 2-5)
4. Review strategic planning exercises from SWAN staff retreat (Exhibit pgs. 6-22)
5. Review PrairieCat strategic plan document (Exhibit pgs. 23-101)
6. SWAN Board meeting 12/19 update
7. Next committee meeting
8. Adjournment



# Strategic Planning Project



Set status

Overview List Board Timeline Dashboard Calendar Workflow Messages Files Gantt Gantt view Board

+ Add task

#	Name	Assignee	Due date	Effort
▼ Phase One: Gather Input				
1	✓ Plan Staff retreat	Aaron Skog	Oct 1 – 23	Medium
2	◇ Staff retreat	Aaron Skog	Oct 24	
3	✓ Stakeholders Power vs Interest	Aaron Skog	Sep 19 – 20	Small
4	✓ Identify stakeholders	Aaron Skog	Sep 19 – Oct 24	Small
5	✓ Review Identity, Mission, Vision,	Aaron Skog	Apr 17, 2026	
6	⌚ Plan Board retreat	Aaron Skog	Dec 12, 2025 – Mar 19, 2026	Medium
7	✓ Update SWAN staff on Strat Plan progress	Aaron Skog	Dec 18, 2025 – Jun 30, 2026	Small
8	◇ Board retreat		Mar 20, 2026	
9	✓ Decide on facilitator for membership	Aaron Skog	Mar 20, 2026	Small
10	✓ Plan Membership input sessions	Aaron Skog	Jan 12, 2026 – Mar 20, 2026	Medium
11	✓ Plan Working Group input sessions	Aaron Skog	Jan 12, 2026 – Mar 20, 2026	Medium
12	◇ Membership input completed		Apr 17, 2026	

Add task...

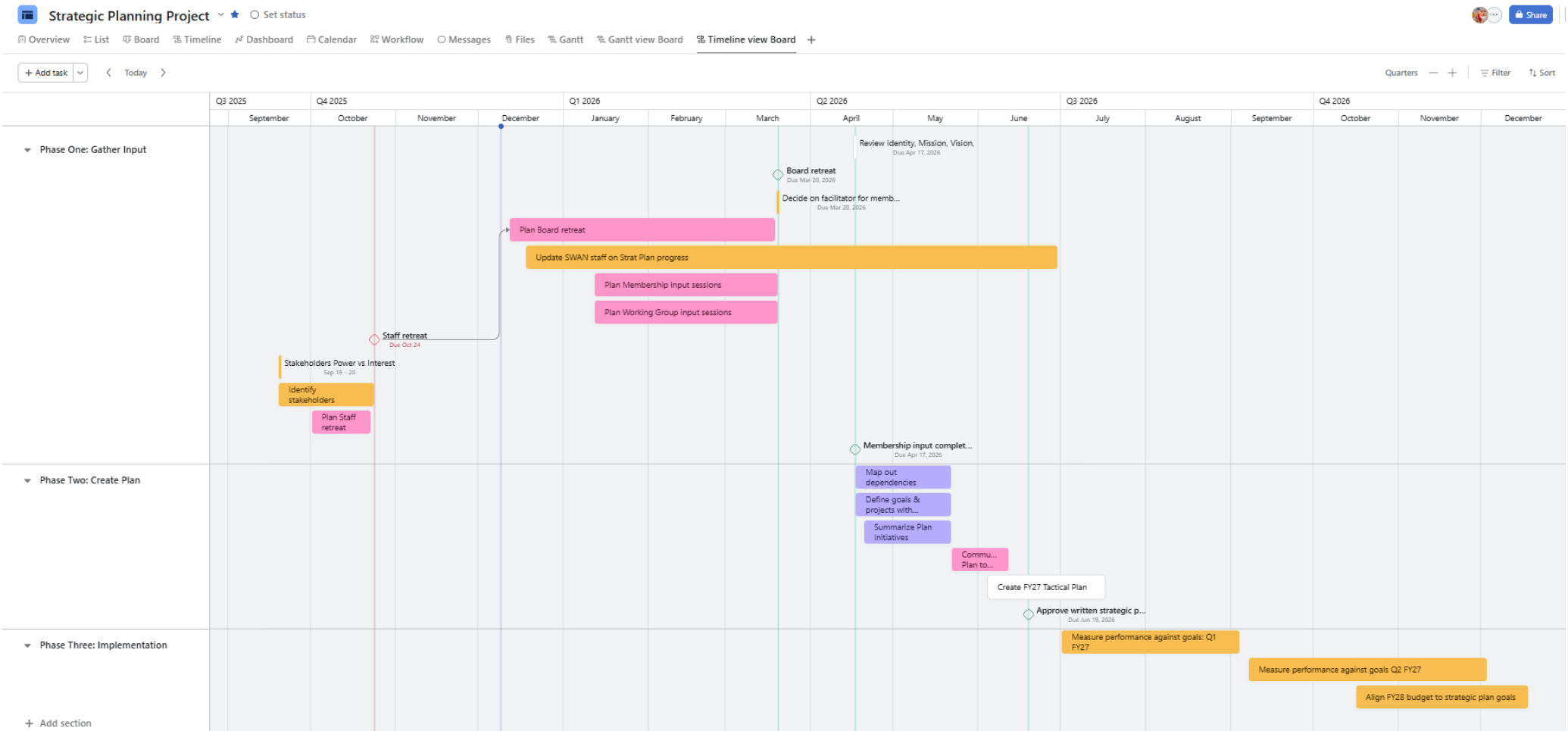
## ▼ Phase Two: Create Plan

1	✓ Summarize Plan Initiatives	Aaron Skog	Apr 20, 2026 – May 22, 2026	Large
2	✓ Define goals & projects with initiatives	Aaron Skog	Apr 17, 2026 – May 22, 2026	Large
3	✓ Map out dependencies	Aaron Skog	Apr 17, 2026 – May 22, 2026	Large
4	✓ Create FY27 Tactical Plan	Aaron Skog	Jun 4, 2026 – Jul 17, 2026	
5	◇ Approve written strategic plan	Aaron Skog	Jun 19, 2026	
6	✓ Communicate Plan to membership	Aaron Skog	May 22, 2026 – Jun 12, 2026	Medium

Add task...

## ▼ Phase Three: Implementation

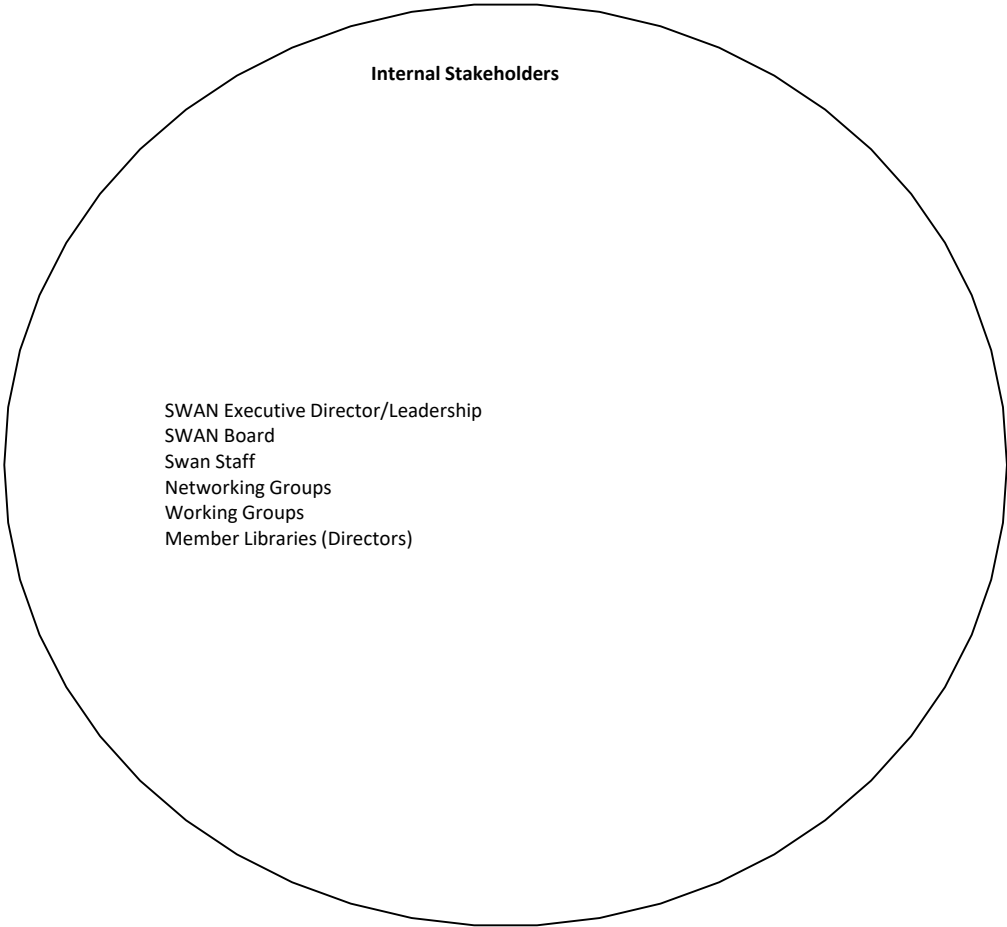
1	✓ Measure performance against goals: Q1 FY27		Jul 1, 2026 – Sep 4, 2026	Small
2	✓ Measure performance against goals Q2 FY27		Sep 7, 2026 – Dec 3, 2026	Small
3	✓ Align FY28 budget to strategic plan goals	Aaron Skog	Oct 16, 2026 – Dec 18, 2026	Small



# Stakeholder Identification

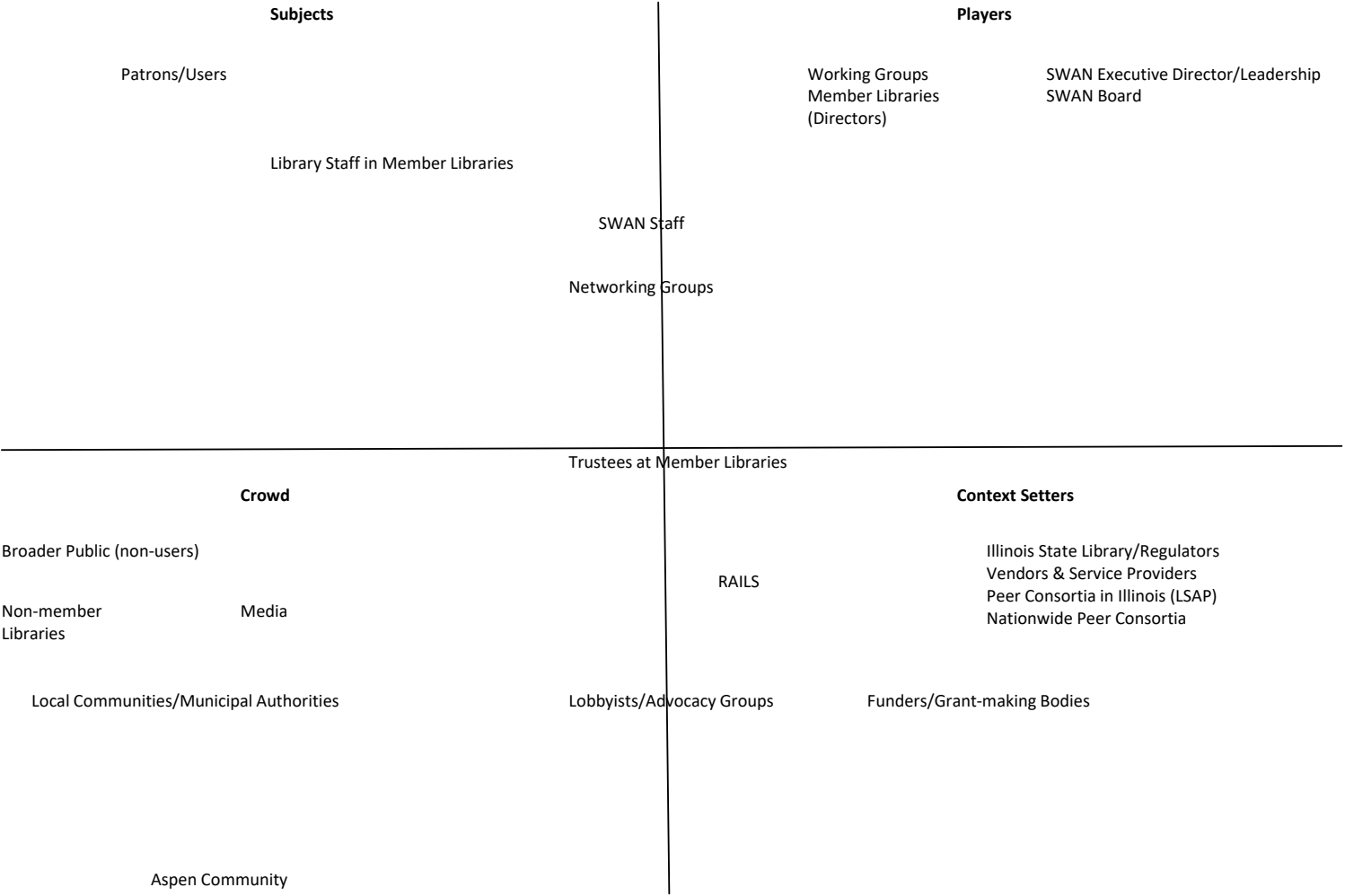
Friday, September 19, 2025 8:54 AM

- Patrons/Users
- Library Staff in Member Libraries
- Illinois State Library/Regulators
- Vendors & Service Providers
- Peer Consortia in Illinois (LSAP)
- Nationwide Peer Consortia
- RAILS
- Funders/Grant-making Bodies
- Media
- Broader Public (non-users)
- Non-member Libraries
- Lobbyists/Advocacy Groups
- Local Communities/Municipal Authorities
- Aspen Community
- Trustees at Member Libraries



Power vs Interest Grid

Friday, September 19, 2025 9:01 AM

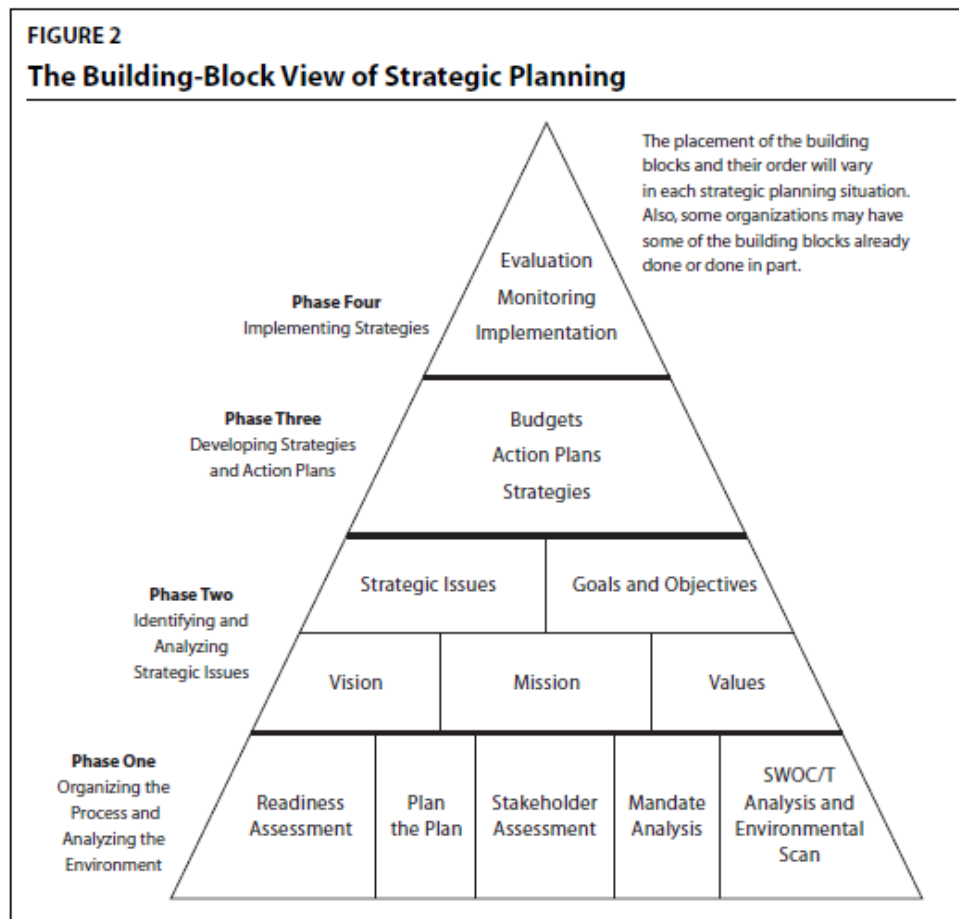


# Strategic Planning Retreat: SWAN staff worksheets

## Introduction

Welcome!

We will be working on phase 1 of the building-block for our next strategic plan, “organizing the process and analyzing the environment,” which for SWAN means conducting a readiness assessment, identifying our stakeholders, and conducting an analysis of our strengths, weaknesses, opportunities, and challenges. This plan will contain the decisions and actions that will guide what SWAN is, what it does, and why we do it.



**Source:** Adapted from material developed by Farnum Alston and The Crescent Company, Bozeman, Montana.

## Our identity, mission, and vision

Identity: Defines how decisions are made.

Mission: Defines the problem in society the organization is trying to solve.

Vision Statement: What is the organization's solution?

### Identity

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*SWAN provides resources and services to member libraries and the constituencies they serve and is governed as a representative democracy of elected Board members who represent the entire membership. Decision making is driven by the patron experience, patron rights, and security.*

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### Mission

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*SWAN seeks to improve patron ease of access to information, resources, and services through serving our member libraries. SWAN is dedicated to supporting our community of member libraries by sharing resources and technology.*

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### Vision

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*SWAN sets the standard of excellence for member and patron experience. We are the catalyst in creating and nurturing an ecosystem of ingenuity and collaboration. We engage in open dialogue with our membership and use purposeful communication in our community. We utilize careful planning of our key resources and are ready to seize opportunities as they arise.*

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# Agenda & Instructions for the retreat

## 10:00 a.m. – 12 p.m.

**Welcome!**

**Exercise 1: Reasons** - complete individually & be prepared to share with the full group

**Exercise 2: Issues** - complete individually & be prepared to share with the full group

**Exercise 3: Top priorities** - complete individually & share with full group. There will be “dot voting” on all the priorities shared to come up with our top five

**Exercise 4: Changes** – complete with your table mates & share with the group

**Exercise 5: Stakeholders** – full group activity

**Exercise 6: Roles** - full group activity

**Lunch break 12 p.m. – 1 p.m.**

## 1 p.m. – 3 p.m.

**Exercise 7: Requirements** - full group activity

**Exercise 8: Key questions** - full group activity

**Exercise 9: Insights & Ideas** - full group activity

**Exercise 10: SWOC analysis – Strengths, Weaknesses, Opportunities, Challenges**

**Mission & vision:** work on this with your table mates & share with the group.

**Budget, HR, & IT:** work on this with your table mates & share with the group.

**Communications:** work on this with your table mates & share with the group.

**Leadership:** work on this with your table mates & share with the group.

**Conclusion 3 p.m.**



**Exercise 1:** What do you think the most important reasons are for undertaking a strategic planning effort? Why do you think so?

Reasons for engaging in strategic planning	Can you say more about that?

**Exercise 2:** What are the major substantive and process issues that need to be addressed as part of the process?

**Substantive issues:** “substantive issues to refer to the major, fundamental challenges that public and nonprofit organizations must address through their strategic planning process. These are the core, complex problems an organization must tackle to fulfill its mission and create public value.”

**Process issues:** “process issues as the central challenges and fundamental questions an organization must address during its strategic planning. These are not minor problems but critical issues that force the organization to make fundamental decisions about what it is, what it does, and why it does it.”

<b>Substantive issues (For example, need to improve library satisfaction, external pressures on library funding, shifting political climates)</b>	<b>Process issues (For example, need to improve project planning, need to improve quality of decision making, and so forth)</b>

**Exercise 3:** What are the 5 priority issues that you think should be addressed first? Please rank them from 1 to 5, with 1 being the most important

1.

2.

3.

4.

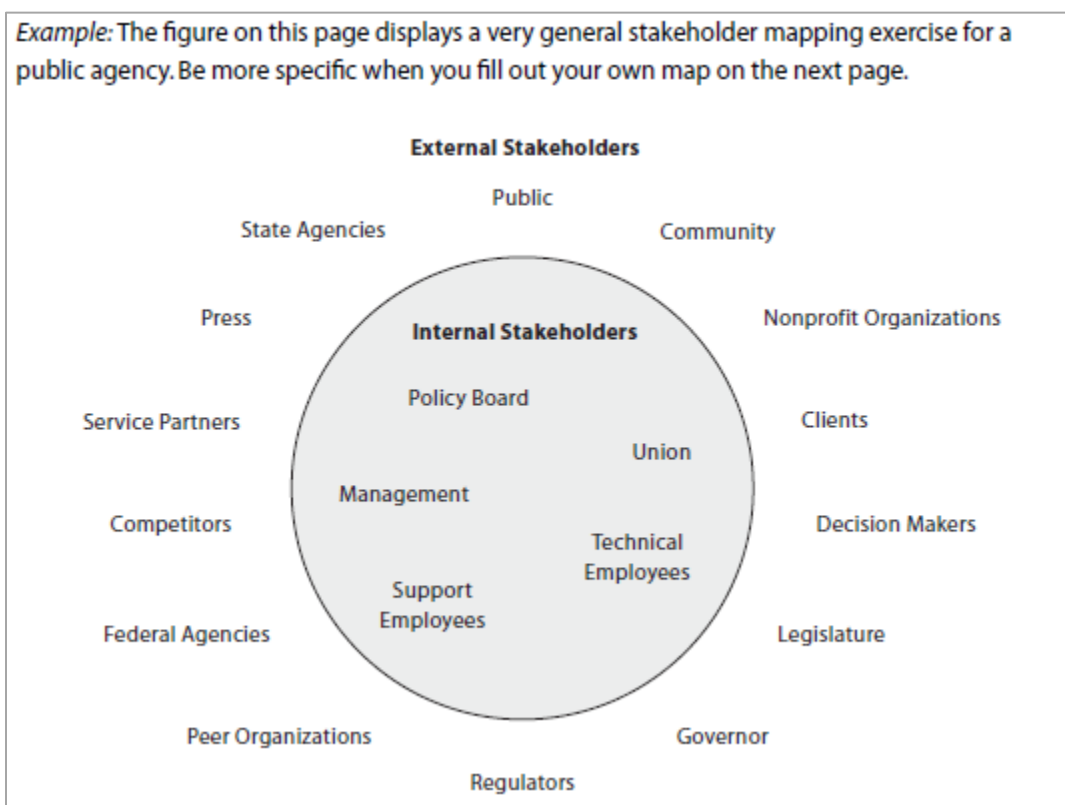
5.

**Exercise 4:** What do you think needs to stay the same or endure as a result of the strategic planning process, and what should change?

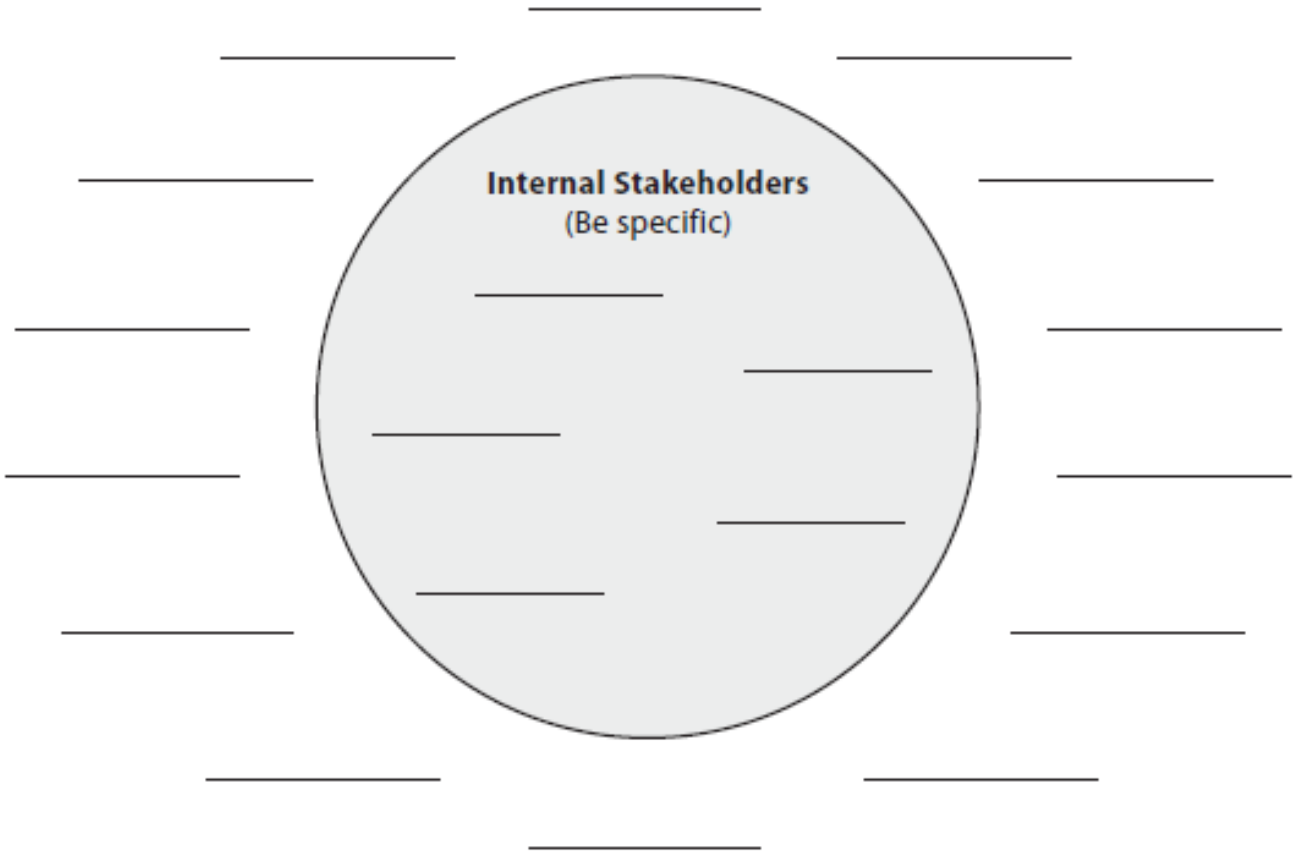
Stay the same	Change

## Exercise 5: Stakeholder Identification

The starting place for conducting a stakeholder analysis is to list the organization's stakeholders. Be as inclusive as possible the first time around in filling out the worksheet that follows. This will help us later in the planning effort to consider deciding what importance each stakeholder has in terms of his or her positive or negative impact on SWAN, its strategies, and its ability to fulfill its mission, meet its mandates, and create public value. Decide who should be involved in the process and when, how, and why. Some stakeholders, like the library staff or library board trustees, may be both internal and external stakeholders. Below you can see a very general example of how this worksheet might be completed for a public agency like SWAN. When filling out your worksheet, be more specific than the example is about stakeholder identities—in other words, say which state agencies and which organizations are stakeholders.



**External Stakeholders**  
(Be specific)



**Exercise 6:** Who should have a role in the strategic planning process and why? Who should not have a role in the process and why? Who plays a role in helping develop fundamental decisions and actions that define SWAN’s purpose, direction, and activities? Refer to the prior stakeholder’s exercise.

If you believe someone or some organization should be included in research or be interviewed but not have a role in the SWAN strategic planning process, please note those in exercise 6 following.

Should have a role	Should probably not have a role

**Exercise 7:** For strategic planning efforts to succeed, what do you think must happen? In other words, what do you think is absolutely necessary for success? Why do you think so?

Required for strategic planning success	Why is it a requirement?



**Exercise 8:** Can you think of any key questions that we have not touched on?

**Exercise 9:** Do you have any other insights, ideas, or suggestions regarding strategic planning for this organization?

## **Exercise 10: Strengths, weaknesses, opportunities, and challenges (SWOC)**

### **Instructions**

A SWOC analysis (or sometimes called a SWOT analysis) is an exercise where a given topic is put through four lenses of the organization.

#### **Strengths**

Internal attributes that give an advantage over others.

#### **Weaknesses**

Internal factors that place the organization at a disadvantage.

#### **Opportunities**

External factors that the organization can capitalize on.

#### **Challenges**

External challenges that could cause trouble.

The exercises for the SWOC are to gather as many as identified by the group. We will not rank them. Work on these with your table mates & share with the group.

The goal of the exercise is to help SWAN during Phase Two of the strategic planning effort:

- To make informed decisions
- To identify strategic priorities
- To assess risks and opportunities
- To align resources with goals

## **Mission & Vision**

Please comment below on any significant organizational strengths, weaknesses, opportunities, and challenges in the areas of SWAN's mission and vision.

Examples:

- We have too many mandates. (A weakness or a challenge, or both)
- Our current mission statement is an effective statement of organizational purpose. (A strength)

Strengths	Weaknesses	Opportunities	Challenges

### **Budget, Human resources, and technology**

Please comment below on any significant organizational strengths, weaknesses, opportunities, or challenges in the areas of budget, human resources, and information technology.

Examples:

- We are short-handed in several key areas of operation (or certain skill sets, specific units, or particular substantive areas, and the like). (A weakness or a challenge, or both)
- How do we find the time to engage in an effective strategic planning effort? (A challenge)
- We have the technology we need to do our work. (A strength)
- We do not appear to have the resources we need to do a good job of strategic planning an especially of implementation. (A possible weakness or a challenge, or both)

Strengths	Weaknesses	Opportunities	Challenges

## **Communications**

Please comment on any significant organizational strengths, weaknesses, opportunities, or challenges in the area of communications.

*Examples:*

- Internal communications related to human resources are effective. (A strength)
- External communications with some important funders are fragmented and unfocused.
- (A weakness)
- There are technology-poor areas in our organization. (A challenge)

Strengths	Weaknesses	Opportunities	Challenges

### **Leadership, management, organization structure & culture**

Please comment on any significant organizational strengths, weaknesses, opportunities, or challenges in the areas of leadership, management, organization, and culture.

Examples:

- The organization's top leaders are committed to strategic planning. (A strength)
- Middle management is not committed to strategic planning. (A weakness)
- Our organization's formal structure is antiquated given our mission. (A challenge)
- We do not reward risk taking and indeed punish entrepreneurial behavior. (A weakness)

Strengths	Weaknesses	Opportunities	Challenges



## **Strategic Plan FY25-FY27**

## Introduction & Background

PrairieCat is an integrated library automation system serving 138 multi-type library members of the Reaching Across Illinois Library System (RAILS) across 22 counties in northern Illinois. Founded in 2010 as a legal entity, PrairieCat contracts with RAILS libraries to provide automation of resource sharing through a shared catalog. This online catalog contains records for over 1 million library materials and provides seamless access to member libraries and their patrons for circulation of items, inventory and holds management, and access to patron accounts. Three PrairieCat membership levels are provided to accommodate libraries of all types and sizes: Fully Participating, Basic Online, and Union List. PrairieCat currently has 12 full time staff that support member libraries.

This plan represents the overall strategy for PrairieCat over the next three years and is presented to the Delegates Assembly for approval in April, 2025. Upon approval, PrairieCat staff will finalize an activity plan to support the overall strategy and evolve while working toward goals. Staff will regularly review progress toward meeting plan goals using an evaluation framework and report to the Administrative Council on a regular basis.

The planning process was inclusive and affirmed that PrairieCat is on the right path with this refreshed strategic plan. PrairieCat remains committed to their membership and their core services. PrairieCat is excited about the focus this plan will bring through 2027. We hope this plan inspires growth and innovation during the next three years that lead to increased member connectivity and growth.

The Planning Team included:

- Carolyn Coulter, PrairieCat
- Chelsey Knippel, PrairieCat
- Beth Ryan, Johnsburg Public Library
- Elizabeth Smith, PrairieCat
- Jenna Diedrich, Galena Public Library

The Planning Team met during the strategic planning to ensure momentum and give input on various aspects of the process. The Planning Team and the Administrative Council both played a vital role in developing the final plan documents.



## Planning Process & Data Highlights

To create a cohesive, actionable plan, the Planning Team reviewed the progress towards previous plan goals, conducted a survey of member libraries, surveyed our standing groups and committees, and held a planning session with staff. The survey was key for understanding current member training needs, thoughts about PrairieCat leadership, governance, and culture, and overall member satisfaction.

The survey was completed by 80 consortium members. 87.5% of participants represented public library members, and 82.5% represented libraries that are full participants in PrairieCat's services. 51.25% of respondents were directors, the remainder of respondents being from various positions within the libraries.

At the September in-person staff meeting, staff reviewed the current strategic directions and goals. Staff focused on possible revised activities to achieve the plan goals, and the most popular ideas were compiled. Using these activity ideas, members of PrairieCat committees were surveyed to rank suggestions, as well as suggest new activities for goals that they had.

Results from the staff and committee surveys were combined with the results from the member survey. Ideas/activities were then ranked, and a new strategic plan was formulated. The Strategic Planning team then reviewed the new plan and passed it on to Administrative Council for approval.

### Vision

***To satisfy individual and library needs through equitably shared resources.***

Our vision remains unchanged and states our commitment to resource sharing through our members.

### Mission

***We engage members in sharing resources effectively and equitably, expanding the quality and quantity of information accessible to our library users.***

Our mission is how we carry out our work to achieve our vision. The vision and mission statements work in tandem to reinforce our core message and strategic directions. Our mission simplifies our work to communicate the focus of our operations.

## Strategic Directions

This plan is divided into four strategic directions:

### ***Engagement / Governance / Training / End User Experience***

During all information gathering regardless of format, the emphasis has been on key ways PrairieCat should move forward to prioritize and improve member engagement, overall governance, training for members, and the user experiences of both libraries and their end users. Key learning from these discussions include:

- Creating meaningful connections between PrairieCat and member libraries as well as between members themselves is a continued priority.
- Deepening the understanding of the services PrairieCat offers all stakeholders both virtually and in-person will help the organization grow, while transparency and responsiveness of leadership will guide the organization to more sustainable and independent operations.
- Expanded training opportunities for members will provide library staff with skills that improve their patrons' end user experiences both within the library and virtually through web and mobile interfaces.

## Goals, Activities, Measures

The following graphic summarizes the strategic plan, followed by additional detail for each strategic direction, including potential activities for each goal and possible metrics. PrairieCat staff will draft the activity plan that will serve as an implementation guide. Regular activity updates will be presented at future Administrative Council and Delegates Assembly meetings.

## ENGAGEMENT

*Members are actively engaged at all levels, which creates connections and advances the organization.*

PrairieCat's members want to feel that they matter to our organization and bring value to the overall consortium. Increased participation at all levels of membership is possible when we focus on inclusive communication, personal connections, and networking between members. Flexibility and relationship building are priorities while we seek to expand membership engagement and improve services at all levels.

Goals	Possible Activities
1) Members feel informed and connected through targeted communications.	<ul style="list-style-type: none"> <li>• Continue to develop website/newsletter/meeting reminders</li> <li>• Send email to all staff instead of just directors (send newsletter to PrairieCat ILL email addresses)</li> <li>• Targeted newsletters to targeted groups</li> <li>• Solicit input from schools for newsletter/find someone to write for newsletter from schools</li> <li>• Public facing communications and platforms are designed to meet digital accessibility standards</li> </ul>
2) Members have strong relationships through personal connections and peer networks.	<ul style="list-style-type: none"> <li>• "Meetups" among staff groups: children's, youth, reference, technical services, etc.</li> <li>• Promote/use forums on website</li> <li>• "Buddy system"/mentoring with new members and staff</li> <li>• Encourage regional meetings</li> </ul>
3) Members are empowered, feel valued, and actively participate.	<ul style="list-style-type: none"> <li>• Scheduled site visits, prioritizing new directors and noncompliant libraries (those libraries who are not compliant with PrairieCat requirements)</li> <li>• Keep "library spotlight" in newsletter, expand participation</li> <li>• Target nonmember libraries, invite to meetings</li> </ul>

	<ul style="list-style-type: none"> <li>• Encourage PUG Day/member presentation</li> <li>• Survey new members after implementation of new services or software: what went well, what didn't?</li> <li>• Meetings and lists for nondirectors</li> <li>• Improve engagement with small libraries, libraries with a small number of staff or solo librarians</li> </ul>
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### **Potential Measures of Success**

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<ul style="list-style-type: none"> <li>• Member surveys indicate increased overall satisfaction with PrairieCat communications</li> <li>• Member survey feedback indicates increase in those feeling valued and empowered</li> </ul>	<ul style="list-style-type: none"> <li>• Increased level of participation in networking, mentoring, forums</li> <li>• Increased social media post engagement, use of forums</li> </ul>
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## GOVERNANCE

*Leadership is transparent, responsive, innovative, and accountable.*

Our organization seeks to provide easy access to information for all levels of membership in a responsive and professional manner. We aim to balance sustainability and growth with an eye to transparency and improvement. Innovation for members, development for staff, and continued communication with RAILS are all objectives for this strategic direction.

Goals	Possible Activities
1) PrairieCat is sustainable and continues to pursue organizational growth and independence.	<ul style="list-style-type: none"><li>• Formalize succession planning and documentation reviews</li><li>• Re-evaluate fee structure</li><li>• Keep up multi-year budget forecasting</li><li>• Review membership levels (FP/BO/UL) and what each level is entitled to (what each "gets")</li><li>• Review UL participation and encourage potential upgrades or movement toward Find More Illinois if reasonable and prudent for them</li><li>• Review "barcode" participating libraries and encourage movement to Find More Illinois if reasonable and prudent for them</li><li>• Welcome new membership, encourage upgrades from Union List level</li><li>• Create a task force to investigate ILS options for the consortium</li><li>• Evaluate staffing levels considering increased workloads due to software changes and implementations</li></ul>
2) PrairieCat has a learning culture supported by continuous improvement.	<ul style="list-style-type: none"><li>• Keep up training funding, invest in Udemy, others</li></ul>

	<ul style="list-style-type: none"> <li>• "Suggestion box" form on website for anonymous comments and suggestions</li> <li>• Cross training for staff (inter-departmental)</li> <li>• Staff is surveyed annually for workplace satisfaction</li> </ul>
3) PrairieCat is innovative and creates an inspiring vision for members.	<ul style="list-style-type: none"> <li>• Create easy-to-follow workflow with as little disruption as possible (when rolling out new software/services)</li> <li>• Staff should keep up with library innovations, pass on information to members, focus on being "influencers"</li> <li>• Create and promote "innovation" forum topic on website</li> <li>• Staff should welcome new innovations and be prepared for the changes</li> <li>• Director hosts open office sessions to take member feedback regarding organizational direction</li> </ul>

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### Potential Measures of Success

- Annual satisfaction survey reflects Increased overall member satisfaction
  - Stable staff turnover
  - Staff surveys indicate high satisfaction
  - Increased access to professional development opportunities
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## TRAINING

***Learning opportunities equip members to provide excellent service to end users.***

Through a lens of continuous improvement, PrairieCat provides accessible training with a variety of virtual and in-person offerings. We will regularly survey members to ascertain the most needed topics for training and continuing education while offering opportunities for member-driven sharing around best practices. Regular evaluation of trainings will ensure we provide the most helpful offerings to the various library types we serve.

Goals	Possible Activities
1) Training opportunities are well advertised, and materials are easily accessible.	<ul style="list-style-type: none"> <li>• Include training changes in newsletter</li> <li>• Foster "refreshers" in LMS (develop refresher courses)</li> <li>• Feature training module in each newsletter</li> <li>• Review participation after 1 month registration in LMS</li> <li>• Keep up newsletter/email notices/websites</li> </ul>
2) A mix of training and continuing education is provided to enhance member knowledge.	<ul style="list-style-type: none"> <li>• Expand circulation training targeting supervisors</li> <li>• Staff keep virtual "office hours" concentrating on popular topics</li> <li>• Use Cataloging Maintenance Center training/cross promote RAILS trainings more</li> </ul>
3) Training content and materials are regularly evaluated to ensure their quality and effectiveness.	<ul style="list-style-type: none"> <li>• Peer review/committee review of training before release</li> <li>• Review by training committee every 2 years (for each class)</li> <li>• Review 1 module on a rotating schedule after publication</li> <li>• Create training for mobile app/documentation</li> <li>• Add LMS questions to annual survey so we don't miss needs</li> </ul>

### Potential Measures of Success

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Members report high satisfaction with training topics, formats, and quality</li><li>• Increased number of members attend trainings and continuing education</li></ul> | <ul style="list-style-type: none"><li>• Members report increased knowledge and comfort level with new topics learned through trainings and continuing education</li></ul> |
|---|---|

## END USER EXPERIENCE: PATRON

*Members are supported in their efforts to provide exceptional service to end users.*

Each goal and activity PrairieCat undertakes has the patron end user's experience in mind. Ease of end user engagement with the catalog interface is a top priority for our library members. Finding improved ways for all users to discover and access materials are among our most important objectives.

Goals	Possible Activities
1) Services are focused on meeting user needs and improving user engagement.	<ul style="list-style-type: none"><li>• Develop ILS tips/topics members can use on their social media</li><li>• Continue to advocate for catalog enhancements important to PrairieCat</li><li>• Produce patron-facing training videos</li><li>• Survey patrons regarding ease of catalog use, access and performance</li><li>• Implement user roles in the catalog for improved user experience and branding</li></ul>
2) PrairieCat seeks opportunities to enhance services to further meet the needs of diverse users.	<ul style="list-style-type: none"><li>• Update/enhance authorities with Diversity, Equity, and Inclusion in mind</li><li>• Seek patron feedback regarding accessibility</li><li>• Provide an expanded number of foreign language interfaces to the catalog, communicate their availability to members</li></ul>
1) PrairieCat pursues vendor relationships to offer expanded services to end users.	<ul style="list-style-type: none"><li>• Provide mobile app for all circulating libraries (provided we can fund)</li></ul>



	<ul style="list-style-type: none"> <li>• Perform more vendor demos for new software</li> <li>• Keep up with beta involvement to ensure we have a "voice" in future development</li> <li>• Provide more vendor feedback in online forums and enhancement tools, encourage libraries to participate more</li> </ul>
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### Potential Measures of Success

<ul style="list-style-type: none"> <li>• End user and library staff feedback is positive for ease of access through various catalog features</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced helpdesk requests for catalog and UX refinements</li> </ul>
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## END USER EXPERIENCE: MEMBER STAFF

*PrairieCat provides exceptional service to member staff end users.*

Ease of staff member engagement with the ILS interface is a top priority for PrairieCat. Finding new ways for all staff member to learn about the ILS and continually providing up-to-date functionality and services for library users are among our most important objectives.

Goals	Possible Activities
1) Services are focused on meeting staff user needs and creating more efficient processes for day-to-day operations of the ILS	<ul style="list-style-type: none"> <li>• Keep up with ILS updates</li> <li>• Survey for roadblocks caused by ILS configurations, address those that can be remedied</li> <li>• Create advanced-level training, offer certifications</li> <li>• Improve communication to members regarding ILS changes and enhancements</li> </ul>
2) Staff users can easily access support resources, including helpdesk services. Helpdesk services respond in a timely and thorough fashion to submitted tickets.	<ul style="list-style-type: none"> <li>• Monitor timeliness of helpdesk ticket responses and address any outstanding issues.</li> <li>• Provide feedback on ongoing issues to keep members "in the loop".</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain “known issues” on support website and keep up to date with presented information</li> </ul>
3) Staff are provided with statistics and reports that they need to best operate.	<ul style="list-style-type: none"> <li>• Survey for reporting needs and ascertain annually if needs are being met.</li> <li>• Staff continues to provide IPLAR support, including “office hour” support for member libraries</li> </ul>

### Potential Measures of Success

- Helpdesk tickets decrease and response times improves
- Indicators on member satisfaction surveys show improvement in areas of concern

## Next Steps

After this plan is adopted by the Administrative Council, staff will complete the activity plan to guide implementation. Implementation is a continual process, as the timing of certain activities will be determined by priority. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of the plan will be ongoing once the plan implementation is underway. Measurements for each goal will vary, and some activities will be best evaluated by collecting data through member surveys. Other activities will be evaluated based on information collected in-house such as training attendance and evaluation. Continued reporting of successes and challenges will ensure that PrairieCat is transparent about progress and open to input. PrairieCat commits to a comprehensive review and update of this plan at its completion. This plan will move our organization significantly forward in guiding next steps on plans for continued growth, independence, and improved member services. This plan is an investment in the future of PrairieCat as a valued asset of the library community.



**PrairieCat**  
**Activity Plan**  
FY2025-2027

## ENGAGEMENT

**Goal 1:** Members feel informed and connected through targeted communications.

<u>Activity</u>	<u>Person/Group Responsible</u>	<u>Timeline</u>	<u>Update</u>
Continue to develop website/newsletter/meeting reminders (Consider refinement of search on website)	Member services/Carolyn		
Send emails to all staff instead of just directors (send newsletter to PrairieCat ILL email addresses)	Member Services		
Targeted newsletters to targeted groups	Member Services/Library Services		
Solicit input from schools for newsletter/find someone to write for newsletter from schools	Member services/Library Services		
Public facing communications and platforms are designed to meet digital accessibility standards	Member Services		

**Goal 2:** Members have strong relationships through personal connections and peer networks.

<u>Activity</u>	<u>Person/Group Responsible</u>	<u>Timeline</u>	<u>Update</u>
"Meetups" among staff groups: children's, youth, reference, technical services, etc.	Member services/Carolyn		
Promote/use forums on website	All		
"Buddy system"/mentoring with new members and staff	All		
Encourage regional meetings	All		

<b>Goal 3: Members are empowered, feel valued, and actively participate.</b>			
<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
Scheduled site visits, prioritizing new directors and noncompliant libraries (those libraries who are not compliant with PrairieCat requirements)	Member services		
Keep "library spotlight" in newsletter, expand participation	Member services		
Target nonmember libraries, invite to meetings	Carolyn		
Encourage PUG Day/member presentation	Carolyn/Member Services		
Survey new members after implementation of new services or software: what went well, what didn't?	Member Services		
Meetings and lists for nondirectors	All		
Improve engagement with small libraries, libraries with a small number of staff or solo librarians	Carolyn/Liz		

## GOVERNANCE

<b>Goal 1: PrairieCat is sustainable and continues to pursue organizational growth and independence.</b>			
<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
Formalize succession planning and documentation reviews	Carolyn/Chelsey/Liz/Jason/Magda		
Re-evaluate fee structure	Carolyn		
Keep up multi-year budget forecasting	Carolyn		
Review membership levels	Carolyn		

(FP/BO/UL) and what each level is entitled to (what each "gets")			
Review UL participation and encourage potential upgrades or movement toward Find More Illinois if reasonable and prudent for them	Carolyn/Liz		
Review "barcode" participating libraries and encourage movement to Find More Illinois if reasonable and prudent for them	Carolyn/Liz		
Welcome new membership, encourage upgrades from Union List level	Carolyn		
Create a task force to investigate ILS options for the consortium	Carolyn	FY26	
Evaluate staffing levels considering increased workloads due to software changes and implementations	Carolyn/Liz/Jason/Magda		

**Goal 2: PrairieCat has a learning culture supported by continuous improvement.**

<b><u>Activity</u></b>	<b><u>Person/Group Responsible</u></b>	<b><u>Timeline</u></b>	<b><u>Update</u></b>
Keep up training funding, invest in Udemy, others	Carolyn		
"Suggestion box" form on website for anonymous comments and suggestions	Member Services		
Cross training for staff (interdepartmental)	Liz/Jason/Magda		
Staff is surveyed annually for workplace satisfaction	Member Services		

**Goal 3: PrairieCat is innovative and creates an inspiring vision for members.**

<b><u>Activity</u></b>	<b><u>Person/Group Responsible</u></b>	<b><u>Timeline</u></b>	<b><u>Update</u></b>
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Create easy-to-follow workflow with as little disruption as possible (when rolling out new software/services)	Systems Dept/Library Services Dept		
Staff should keep up with library innovations, pass on information to members, focus on being "influencers"	All		
Create and promote "innovation" forum topic on website	Member Services		
Staff should welcome new innovations and be prepared for the changes	All		
Director hosts open office sessions to take member feedback regarding organizational direction	Carolyn		

## TRAINING

**Goal 1:** Training opportunities are well advertised, and materials are easily accessible.

<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
Include training changes in newsletter	Member Services		
Foster "refreshers" in LMS (develop refresher courses)	Library services		
Feature training module in each newsletter	Member Services		
Review participation after 1 month registration in LMS	Library Services/Magda		
Keep up newsletter/email notices/websites	Member Services		

**Goal 2:** A mix of training and continuing education is provided to enhance member knowledge.

<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
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Expand circulation training targeting supervisors	Library Services		
Staff keep virtual "office hours" concentrating on popular topics	Library Services/Member Services/Director		
Use Cataloging Maintenance Center training/cross promote RAILS trainings more	Library Services		

**Goal 3:** Training content and materials are regularly evaluated to ensure their quality and effectiveness.

<b><u>Activity</u></b>	<b><u>Person/Group Responsible</u></b>	<b><u>Timeline</u></b>	<b><u>Update</u></b>
Peer review/committee review of training before release	Training Committee		
Review by training committee every 2 years (for each class)	Training Committee		
Review 1 module on a rotating schedule after publication	Training Committee		
Create training for mobile app/documentation	Member Services, UX Committee, Training Committee		
Add LMS questions to annual survey so we don't miss needs	Member Services		

## END USER EXPERIENCE: PATRON

**Goal 1:** Services are focused on meeting user needs and improving user engagement.

<b><u>Activity</u></b>	<b><u>Person/Group Responsible</u></b>	<b><u>Timeline</u></b>	<b><u>Update</u></b>
Develop ILS tips/topics members can use on their social media	Library Services		
Continue to advocate for catalog enhancements important to PrairieCat	All		

Produce patron-facing training videos	Library Services/Member Services		
Survey patrons regarding ease of catalog use, access and performance	All		
Implement user roles in the catalog for improved user experience and branding	Library Services		

**Goal 2:** PrairieCat seeks opportunities to enhance services to further meet the needs of diverse users.

<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
Update/enhance authorities with Diversity, Equity, and Inclusion in mind	Library Services		
Seek patron feedback regarding accessibility	All		
Provide an expanded number of foreign language interfaces to the catalog, communicate their availability to members	Member Services		

**Goal 3:** PrairieCat pursues vendor relationships to offer expanded services to end users.

<b>Activity</b>	<b>Person/Group Responsible</b>	<b>Timeline</b>	<b>Update</b>
Provide mobile app for all circulating libraries (provided we can fund)	Carolyn/Member Services		
Perform more vendor demos for new software	Carolyn		
Keep up with beta involvement to ensure we have a "voice" in future development	Carolyn/All		
Provide more vendor feedback in online forums and enhancement tools, encourage libraries to participate more	All		



## END USER EXPERIENCE: MEMBER STAFF

**Goal 1:** Services are focused on meeting staff user needs and creating more efficient processes for day-to-day operations of the ILS

Keep up with ILS updates	Systems Dept		
Survey for roadblocks caused by ILS configurations, address those that can be remedied	Library Services/Systems Dept/Member Services		
Create advanced-level training, offer certifications	Library Services		
Improve communication to members regarding ILS changes and enhancements	Member Services		

**Goal 2:** Staff users can easily access support resources, including helpdesk services. Helpdesk services respond in a timely and thorough fashion to submitted tickets.

<u>Activity</u>	<u>Person/Group Responsible</u>	<u>Timeline</u>	<u>Update</u>
Monitor timeliness of helpdesk ticket responses and address any outstanding issues.	Managers		
Provide feedback on ongoing issues to keep members “in the loop”.	Member services/Carolyn		
Maintain “known issues” on support website and keep up to date with presented information	Member services/Library Services		

**Goal 3:** Staff are provided with statistics and reports that they need to best operate.

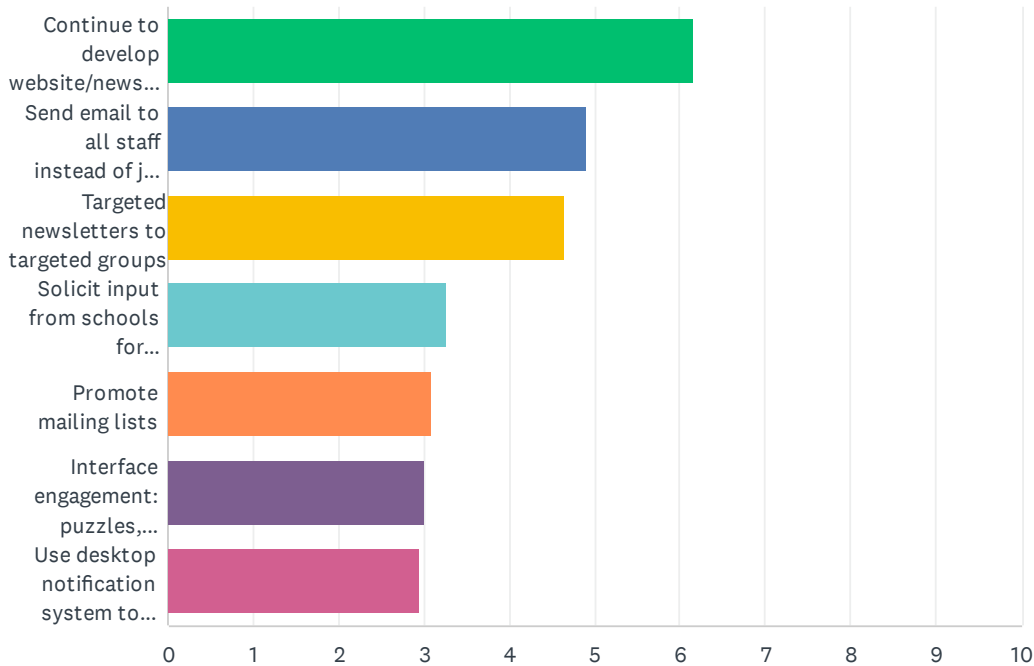
<u>Activity</u>	<u>Person/Group Responsible</u>	<u>Timeline</u>	<u>Update</u>
Survey for reporting needs and ascertain annually if needs are being met	Systems Dept/Library Services		
Staff continues to provide IPLAR support, including “office hour” support for member libraries	All		

Goal	Activity	Rating
Engagement: members feel informed and connected through targeted communications	Continue to develop website/newsletter/meeting reminders	6
	Send email to all staff instead of just directors (send newsletter to PrCat email addresses)	6
	Solicit input from schools for newsletter/find someone to write for newsletter from schools	4
	Interface engagement: puzzles, trivia, etc (gamify)	4
	Targeted newsletters to targeted groups	2
	Use desktop notification system, similar to OCLC "message of the day"	1
	Promote mailing lists	1
Engagement: Members have strong relationships through personal connections and peer networks	Promote/use forums	10
	"Meetups" among staff groups: childrens, youth , ref, tech, etc	7
	"Buddy system"/mentoring with new members and staff	5
	Encourage libraries to visit one another (library passport/roadtrip)	3
	Encourage library sharing at meetings	2
	Encourage regional meetings	1
Engagement: Member s are empowered, feel valued, and actively participate.	Scheduled site visits to non-compliant libraries	6
	Keep "Library spotlight" in newsletter	4
	Target non-member libraries, invite to meetings	4
	Encourage PUG Day/member presentation	3
	Survey new members after implementation: what went well, what didn't?	3
	Mentoring/buddy system (for implementation)	3
	Libraries encouraged to share in meetings	2
	meetings and lists for non-directors	2
	Survey target small libraries/small number of staff	1
Governance: Prairiecat is sustainable and continues to pursue organizational growth and independence	Formalize succession planning and documentation reviews	7
	Re-evaluate fee structure	5
	Keep up multi-year budget forecasting	5
	invite new membership	5
	Review membership levels (FP/BO/UL) and what each membership level entails	4
	RFI for ILS in 2 years-task force to undertake	2
Governance: PrairieCat has a learning culture supported by continuous improvement	Keep up training funding, invest in Udgemy, others	6
	"suggestion box" form on website for anonymous comments/suggestions	6
	Bonus/rewards for achieving training goals for staff	2
	Host open forum for member feedback	1
	Expand training committee	1
	Crosstraining for staff (inter-departmental)	1
Governance: PrairieCat is innovative and creates an inspiring vision for members	Create and promote "innovation" forum on website	5
	Staff should keep up with library innovative, pass on to members, focus on being "influencers"	4
	Be more conservative on rollouts	3
	Create easy-to-follow workflow with as little disruption as possible (when rolling out new software/services)	2
	Know that innovation causes some distress, be ready for it	2
	staff whould welcome new innovations	1

<b>Training: Training opportunities are well advertised and materials are easily accessible</b>		
	Include changes to training in newsletter	4
	review participation after 1 month registration in LMS	4
	Foster "refresher" idea for LMS use	4
	Desktop alerts/OCLC "message of the day" for upcoming training	3
	Feature training module in each newsletter	3
	Keep up newsletter/email notices/websites	2
	Continue to improve and evaluate LMS	1
<b>Training: A mix of training and continuing education is provided to enhance member knowledge</b>		
	Staff keep virtual "office hours"	6
	Expan circ training targeting supervisors	5
	Required CE credits for circ and tech workers	3
	Communicate "live" and "in-person" zoom options better	2
	Use CMC training/cross promote rails trainings	2
<b>Training: Training content and materials are regularly evaluated to ensure their quality and effectiveness</b>		
	Peer review/committee review of training before release	6
	Review by training committee every 2 years	6
	(Related) Review 1 module a week on rotating schedule after publication	1
	Create training for mobile app/documentation	4
	add LMS questions to annual survey so we don't miss needs	2
<b>UX (Patron): Services are focused on meeting user needs and improving user engagement</b>		
	develop ILS tips/topics members can use on their social media	7
	continue to advocate for vega enhancements	6
	patron-facing training videos	6
	survey catalog annually/ILS survey annually	3
	Implement user roles in Vega	3
<b>Ux (Patron): PrairieCat seeks opportunities to enhance services to further meet the needs of diverse users</b>		
	update/review authorities for dated or problematic language	9
	Survey for problems (patrons and staff)	4
<b>UX(Patron): PrairieCat pursues vendor relationships to offer expanded services to end users</b>		
	Mobile app for all	11
	more vendor demos	6
	keep up with beta involvement	2
	provide more vendor feedback	2
<b>UX(Library Staff): New goal</b>		
	survey for reporting needs. Are they being met?	9
	Keep up with ILS updates	7
	"gamify" -"find and seek" on website	3
	survey for roadblocks caused by ILS configurations	2
	create advanced-level training, offer certifications	2
	communicate ILS changes to members better	1

## Q1 Engagement Goal 1: Members feel informed and connected through targeted communications.

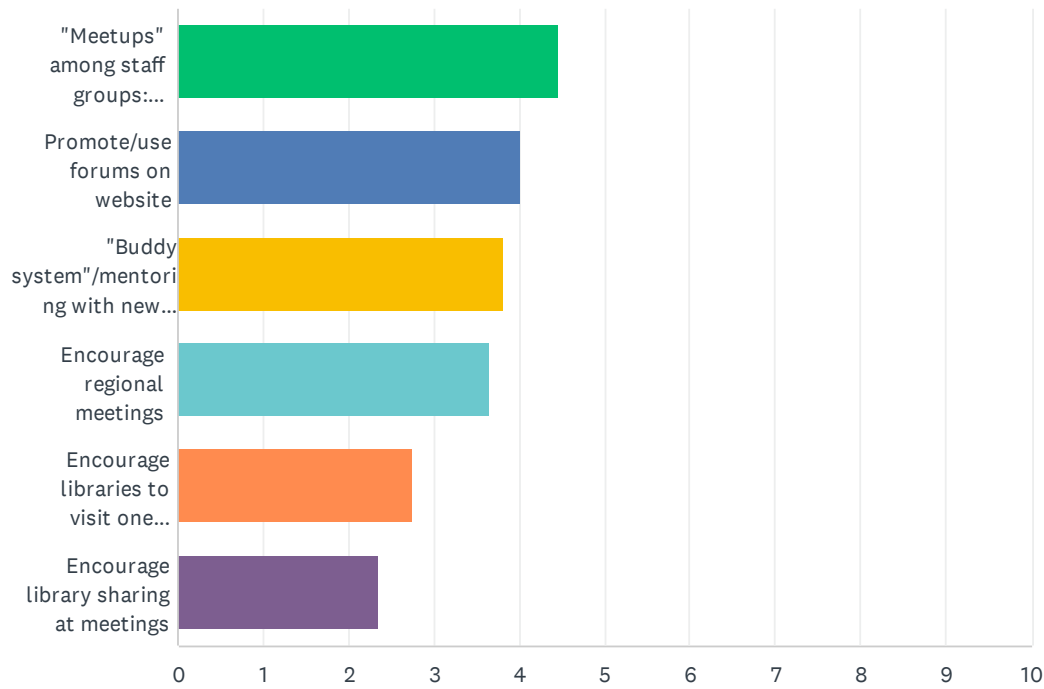
Answered: 31    Skipped: 0



	1	2	3	4	5	6	7	TOTAL	SCORE
Continue to develop website/newsletter/meeting reminders	48.39% 15	35.48% 11	6.45% 2	3.23% 1	6.45% 2	0.00% 0	0.00% 0	31	6.16
Send email to all staff instead of just directors (send newsletter to PrairieCat ILL email addresses)	29.03% 9	9.68% 3	22.58% 7	19.35% 6	6.45% 2	6.45% 2	6.45% 2	31	4.90
Targeted newsletters to targeted groups	12.90% 4	16.13% 5	29.03% 9	12.90% 4	22.58% 7	6.45% 2	0.00% 0	31	4.65
Solicit input from schools for newsletter/find someone to write for newsletter from schools	0.00% 0	9.68% 3	19.35% 6	12.90% 4	19.35% 6	22.58% 7	16.13% 5	31	3.26
Promote mailing lists	3.23% 1	12.90% 4	3.23% 1	22.58% 7	9.68% 3	25.81% 8	22.58% 7	31	3.10
Interface engagement: puzzles, trivia, etc (gamify communications)	3.23% 1	9.68% 3	6.45% 2	12.90% 4	22.58% 7	22.58% 7	22.58% 7	31	3.00
Use desktop notification system to create a "message of the day"	3.23% 1	6.45% 2	12.90% 4	16.13% 5	12.90% 4	16.13% 5	32.26% 10	31	2.94

## Q2 Engagement Goal 2: Members have strong relationships through personal connections and peer networks.

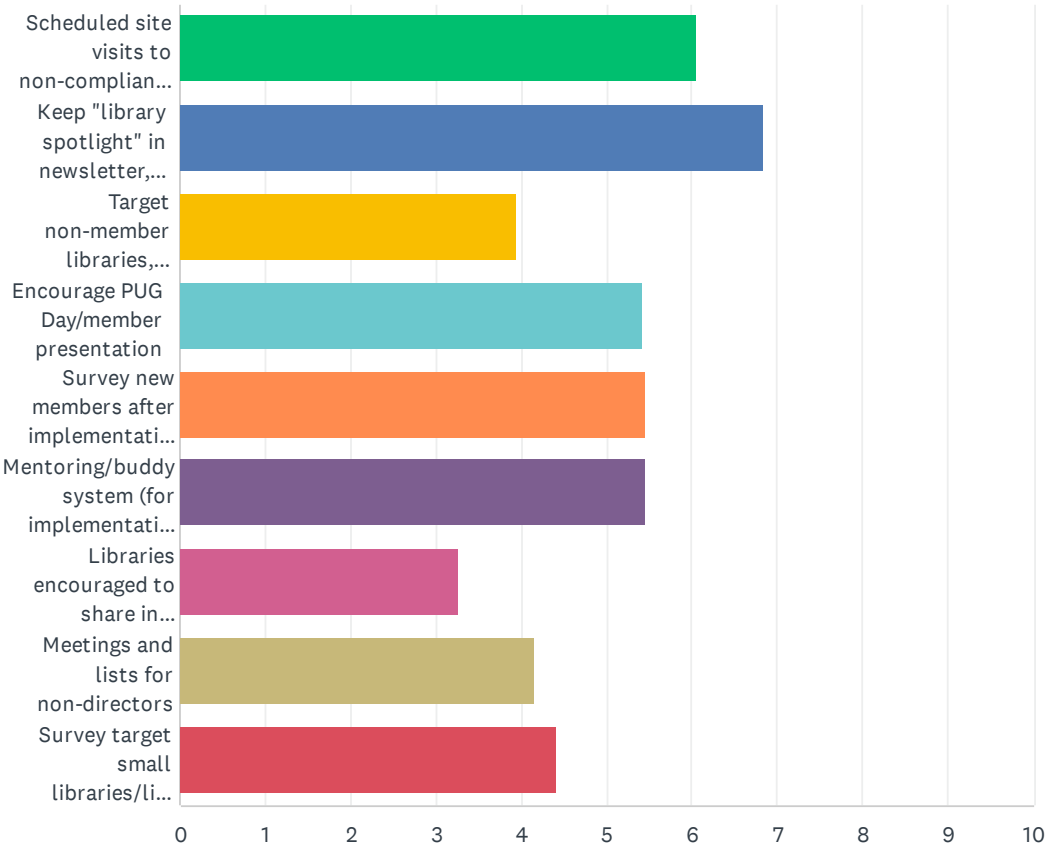
Answered: 31 Skipped: 0



	1	2	3	4	5	6	TOTAL	SCORE
"Meetups" among staff groups: children's, youth, reference, technical services, etc	38.71% 12	16.13% 5	12.90% 4	22.58% 7	3.23% 1	6.45% 2	31	4.45
Promote/use forums on website	22.58% 7	22.58% 7	22.58% 7	12.90% 4	3.23% 1	16.13% 5	31	4.00
"Buddy system"/mentoring with new members and staff	16.13% 5	22.58% 7	22.58% 7	16.13% 5	9.68% 3	12.90% 4	31	3.81
Encourage regional meetings	12.90% 4	22.58% 7	22.58% 7	9.68% 3	22.58% 7	9.68% 3	31	3.65
Encourage libraries to visit one another (library passport/roadtrip project)	3.23% 1	9.68% 3	16.13% 5	19.35% 6	32.26% 10	19.35% 6	31	2.74
Encourage library sharing at meetings	6.45% 2	6.45% 2	3.23% 1	19.35% 6	29.03% 9	35.48% 11	31	2.35

# Q3 Engagement Goal 3: Members are empowered, feel valued, and actively participate.

Answered: 31    Skipped: 0



	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
Scheduled site visits to non-compliant libraries (those libraries who are not compliant with PrairieCat requirements)	41.94% 13	3.23% 1	12.90% 4	0.00% 0	6.45% 2	3.23% 1	16.13% 5	3.23% 1	12.90% 4	31	6.00
Keep "library spotlight" in newsletter, expand participation	19.35% 6	35.48% 11	12.90% 4	6.45% 2	6.45% 2	9.68% 3	6.45% 2	3.23% 1	0.00% 0	31	6.84
Target non-member libraries, invite to meetings	0.00% 0	6.45% 2	19.35% 6	6.45% 2	12.90% 4	9.68% 3	6.45% 2	6.45% 2	32.26% 10	31	3.94
Encourage PUG Day/member presentation	6.45% 2	9.68% 3	12.90% 4	22.58% 7	16.13% 5	16.13% 5	6.45% 2	6.45% 2	3.23% 1	31	5.42
Survey new members after implementation: what went well, what didn't?	16.13% 5	3.23% 1	9.68% 3	22.58% 7	16.13% 5	9.68% 3	6.45% 2	16.13% 5	0.00% 0	31	5.42
Mentoring/buddy system (for implementation of new libraries or services)	6.45% 2	19.35% 6	9.68% 3	16.13% 5	6.45% 2	19.35% 6	16.13% 5	3.23% 1	3.23% 1	31	5.42
Libraries encouraged to share in meetings	0.00% 0	3.23% 1	0.00% 0	9.68% 3	12.90% 4	9.68% 3	25.81% 8	22.58% 7	16.13% 5	31	3.26
Meetings and lists for non-directors	0.00% 0	12.90% 4	16.13% 5	6.45% 2	6.45% 2	12.90% 4	3.23% 1	25.81% 8	16.13% 5	31	4.16
Survey target small libraries/libraries with a small number of staff	9.68% 3	6.45% 2	6.45% 2	9.68% 3	16.13% 5	9.68% 3	12.90% 4	12.90% 4	16.13% 5	31	4.42

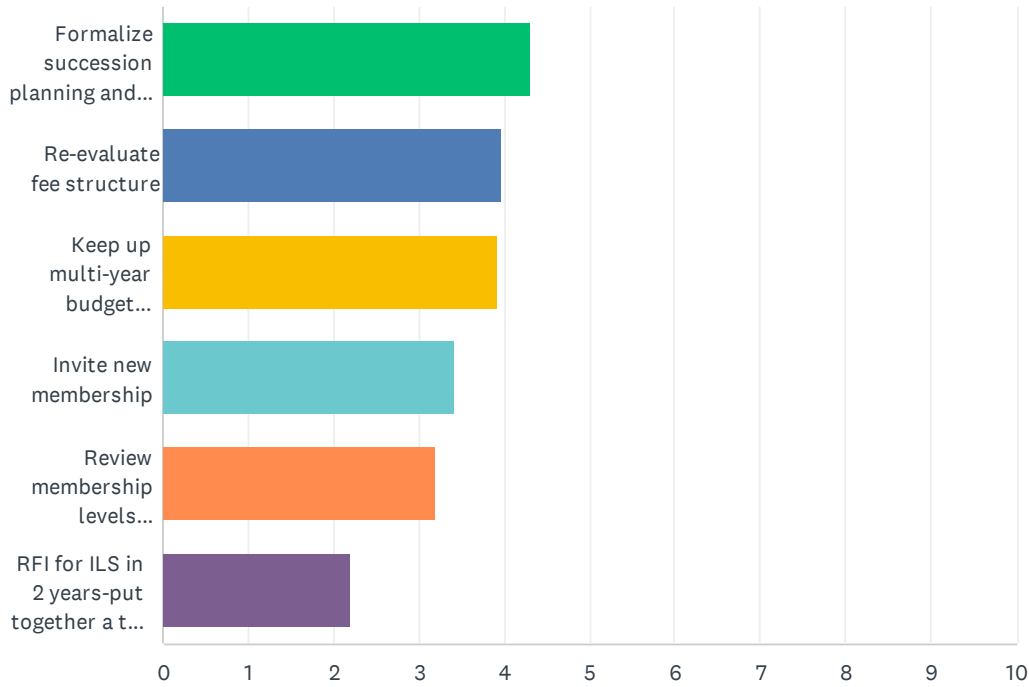
## Q4 Other activity suggestions for Engagement

Answered: 0   Skipped: 31



## Q5 Governance Goal 1: PrairieCat is sustainable and continues to pursue growth and independence.

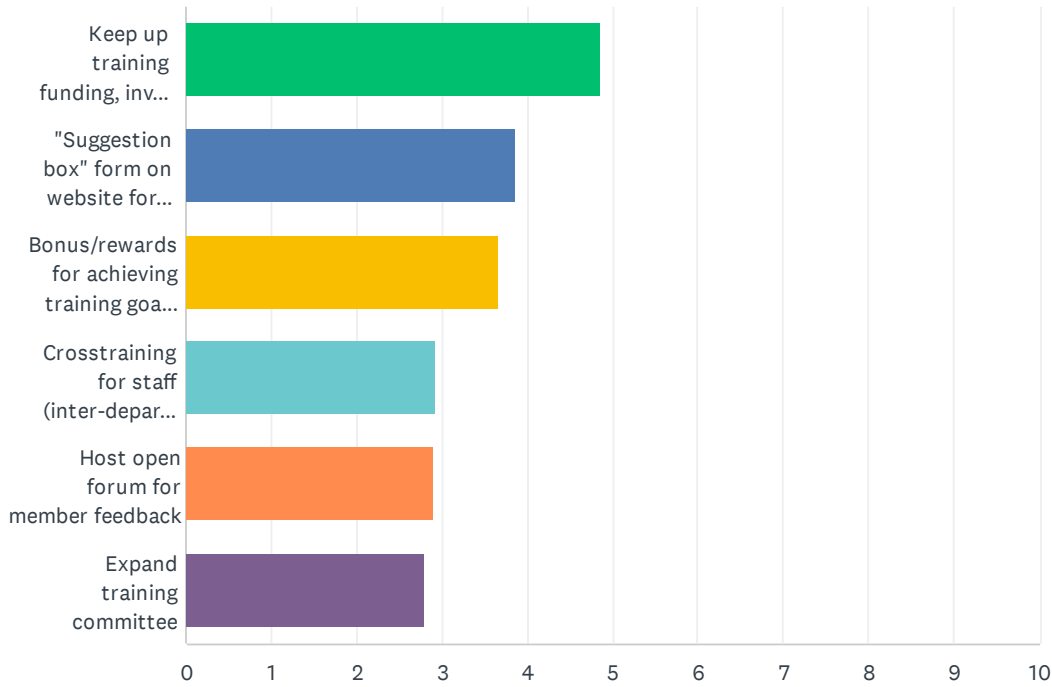
Answered: 26 Skipped: 5



	1	2	3	4	5	6	TOTAL	SCORE
Formalize succession planning and documentation reviews	26.92% 7	30.77% 8	19.23% 5	3.85% 1	7.69% 2	11.54% 3	26	4.31
Re-evaluate fee structure	26.92% 7	11.54% 3	19.23% 5	23.08% 6	11.54% 3	7.69% 2	26	3.96
Keep up multi-year budget forecasting	15.38% 4	23.08% 6	23.08% 6	26.92% 7	0.00% 0	11.54% 3	26	3.92
Invite new membership	19.23% 5	15.38% 4	7.69% 2	23.08% 6	15.38% 4	19.23% 5	26	3.42
Review membership levels (FP/BO/UL) and what each level is entitled to (what each "gets")	7.69% 2	15.38% 4	15.38% 4	19.23% 5	34.62% 9	7.69% 2	26	3.19
RFI for ILS in 2 years-put together a task force to undertake investigation	3.85% 1	3.85% 1	15.38% 4	3.85% 1	30.77% 8	42.31% 11	26	2.19

## Q6 Governance Goal 2: PrairieCat has a learning culture supported by continuous improvement.

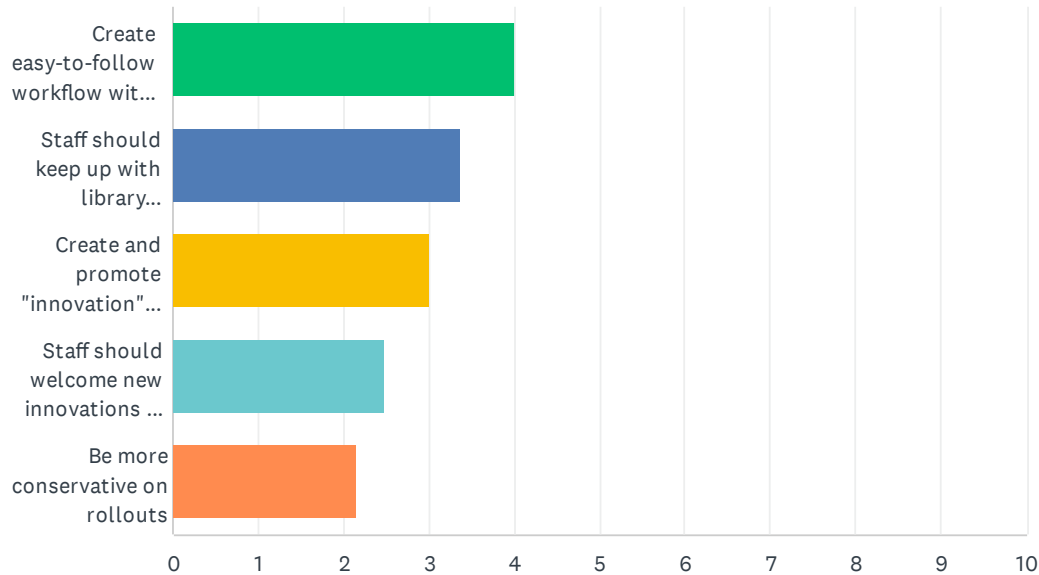
Answered: 29 Skipped: 2



	1	2	3	4	5	6	TOTAL	SCORE
Keep up training funding, invest in Udemy, others	48.28% 14	17.24% 5	13.79% 4	13.79% 4	6.90% 2	0.00% 0	29	4.86
"Suggestion box" form on website for anonymous comments and suggestions	6.90% 2	34.48% 10	24.14% 7	13.79% 4	13.79% 4	6.90% 2	29	3.86
Bonus/rewards for achieving training goals for staff	24.14% 7	20.69% 6	10.34% 3	10.34% 3	10.34% 3	24.14% 7	29	3.66
Crosstraining for staff (inter-departmental)	10.34% 3	13.79% 4	13.79% 4	13.79% 4	17.24% 5	31.03% 9	29	2.93
Host open forum for member feedback	10.34% 3	3.45% 1	13.79% 4	27.59% 8	27.59% 8	17.24% 5	29	2.90
Expand training committee	0.00% 0	10.34% 3	24.14% 7	20.69% 6	24.14% 7	20.69% 6	29	2.79

## Q7 Governance Goal 3: PrairieCat is innovative and creates and inspiring vision for members.

Answered: 27 Skipped: 4



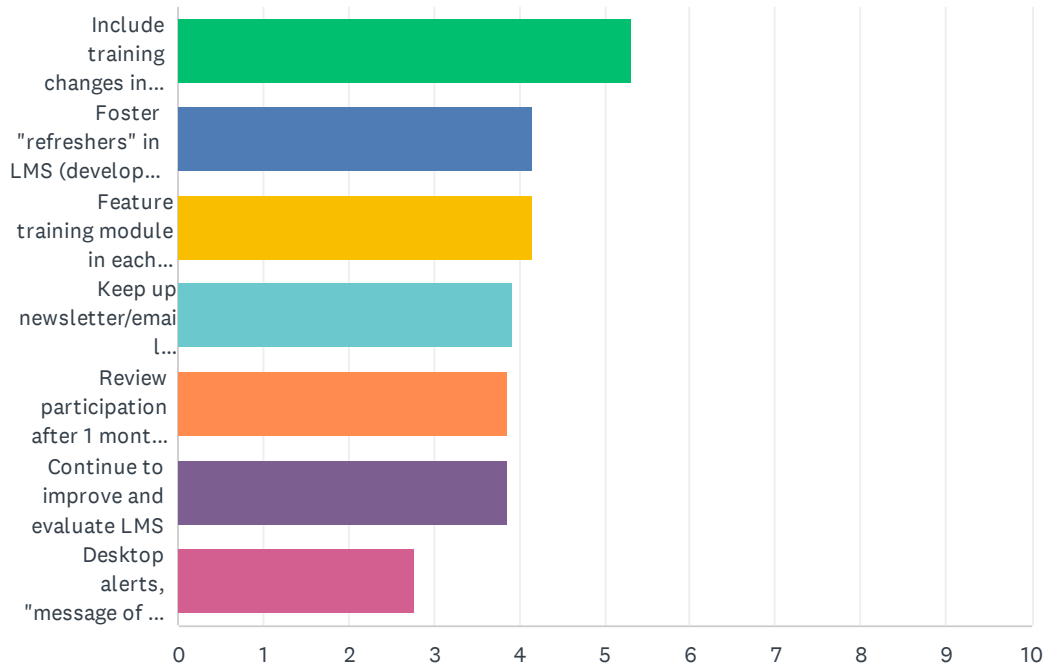
	1	2	3	4	5	TOTAL	SCORE
Create easy-to-follow workflow with as little disruption as possible (when rolling out new software/services)	37.04% 10	29.63% 8	29.63% 8	3.70% 1	0.00% 0	27	4.00
Staff should keep up with library innovations, pass on information to members, focus on being "influencers"	22.22% 6	29.63% 8	18.52% 5	22.22% 6	7.41% 2	27	3.37
Create and promote "innovation" forum on website	18.52% 5	11.11% 3	33.33% 9	25.93% 7	11.11% 3	27	3.00
Staff should welcome new innovations and be prepared for the changes	11.11% 3	14.81% 4	11.11% 3	37.04% 10	25.93% 7	27	2.48
Be more conservative on rollouts	11.11% 3	14.81% 4	7.41% 2	11.11% 3	55.56% 15	27	2.15

## Q8 Other activity suggestions for Governance

Answered: 1   Skipped: 30

## Q9 Training Goal 1: Training opportunities are well advertised and materials are easily accessible.

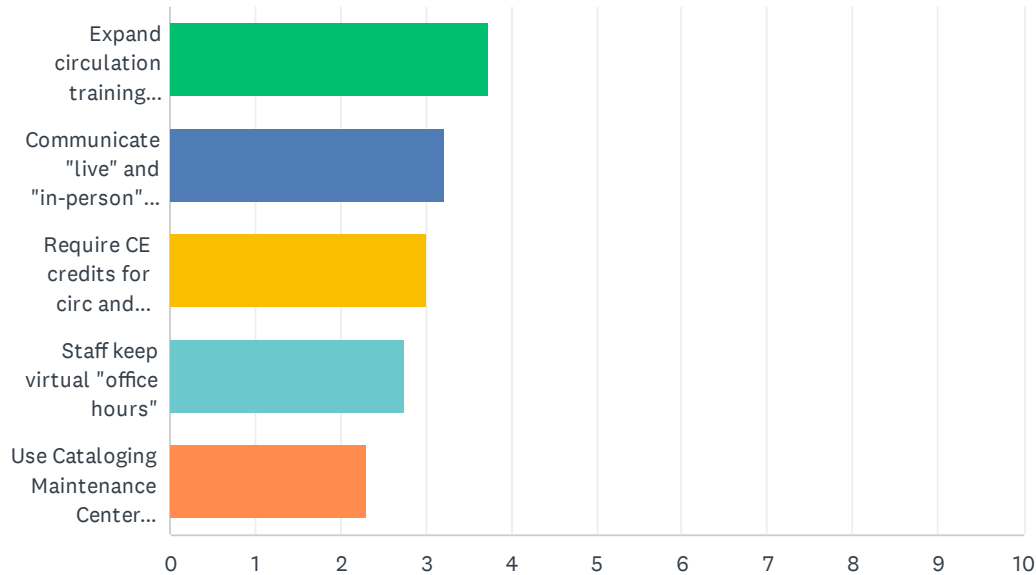
Answered: 27 Skipped: 4



	1	2	3	4	5	6	7	TOTAL	SCORE
Include training changes in newsletter	33.33% 9	22.22% 6	11.11% 3	14.81% 4	11.11% 3	7.41% 2	0.00% 0	27	5.30
Foster "refreshers" in LMS (development of refresher courses)	18.52% 5	18.52% 5	11.11% 3	7.41% 2	14.81% 4	14.81% 4	14.81% 4	27	4.15
Feature training module in each newsletter	3.70% 1	25.93% 7	22.22% 6	3.70% 1	22.22% 6	18.52% 5	3.70% 1	27	4.15
Keep up newsletter/email notices/websites	18.52% 5	0.00% 0	22.22% 6	14.81% 4	14.81% 4	18.52% 5	11.11% 3	27	3.93
Review participation after 1 month registration in LMS	7.41% 2	11.11% 3	14.81% 4	29.63% 8	11.11% 3	14.81% 4	11.11% 3	27	3.85
Continue to improve and evaluate LMS	11.11% 3	14.81% 4	14.81% 4	22.22% 6	3.70% 1	11.11% 3	22.22% 6	27	3.85
Desktop alerts, "message of the day" for upcoming training	7.41% 2	7.41% 2	3.70% 1	7.41% 2	22.22% 6	14.81% 4	37.04% 10	27	2.78

## Q10 Training Goal 2: A mix of training and continuing education is provided to enhance member knowledge.

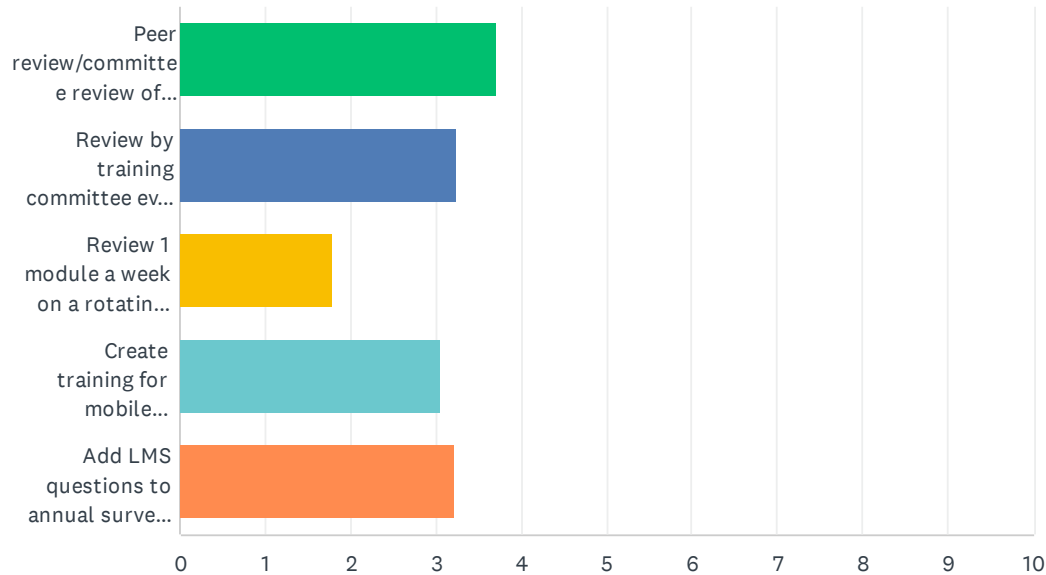
Answered: 27 Skipped: 4



	1	2	3	4	5	TOTAL	SCORE
Expand circulation training targeting supervisors	29.63% 8	29.63% 8	29.63% 8	7.41% 2	3.70% 1	27	3.74
Communicate "live" and "in-person" zoom options better	22.22% 6	11.11% 3	44.44% 12	11.11% 3	11.11% 3	27	3.22
Require CE credits for circ and technical service workers	18.52% 5	29.63% 8	7.41% 2	22.22% 6	22.22% 6	27	3.00
Staff keep virtual "office hours"	18.52% 5	22.22% 6	7.41% 2	18.52% 5	33.33% 9	27	2.74
Use Cataloging Maintenance Center training/cross promote RAILS trainings more	11.11% 3	7.41% 2	11.11% 3	40.74% 11	29.63% 8	27	2.30

## Q11 Training Goal 3: Training content and materials are regularly evaluated to ensure their quality and effectiveness.

Answered: 24 Skipped: 7



	1	2	3	4	5	TOTAL	SCORE
Peer review/committee review of training before release	25.00% 6	37.50% 9	29.17% 7	0.00% 0	8.33% 2	24	3.71
Review by training committee every 2 years (for each class)	20.83% 5	20.83% 5	25.00% 6	29.17% 7	4.17% 1	24	3.25
Review 1 module a week on a rotating schedule after publication	0.00% 0	8.33% 2	20.83% 5	12.50% 3	58.33% 14	24	1.79
Create training for mobile app/documentation	33.33% 8	4.17% 1	16.67% 4	25.00% 6	20.83% 5	24	3.04
Add LMS questions to annual survey so we don't miss needs	20.83% 5	29.17% 7	8.33% 2	33.33% 8	8.33% 2	24	3.21

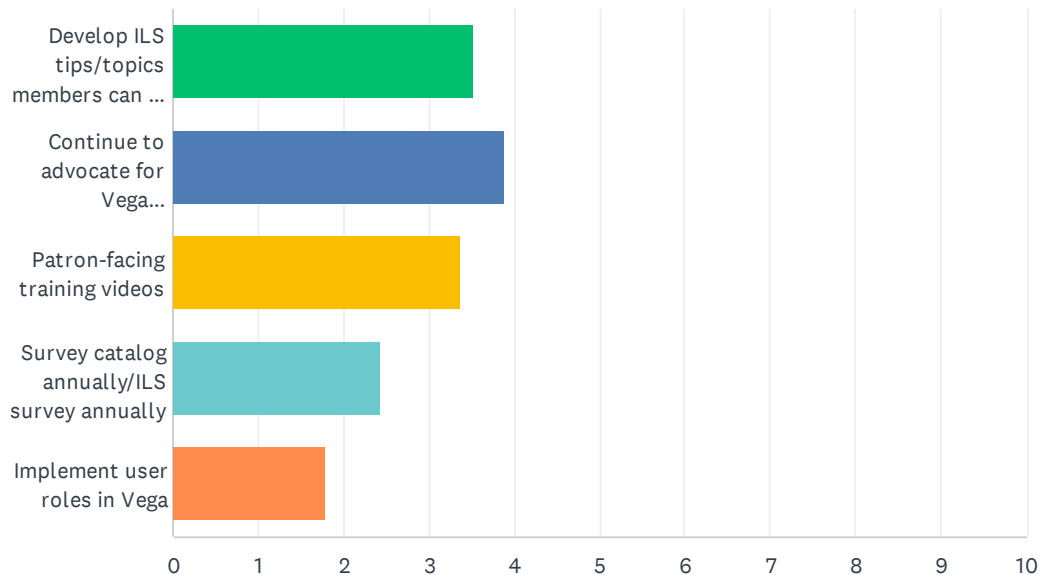
## Q12 Other activity suggestions for Training

Answered: 2   Skipped: 29



## Q13 (Patron) User Experience Goal 1: Services are focused on meeting user needs and improving user engagement.

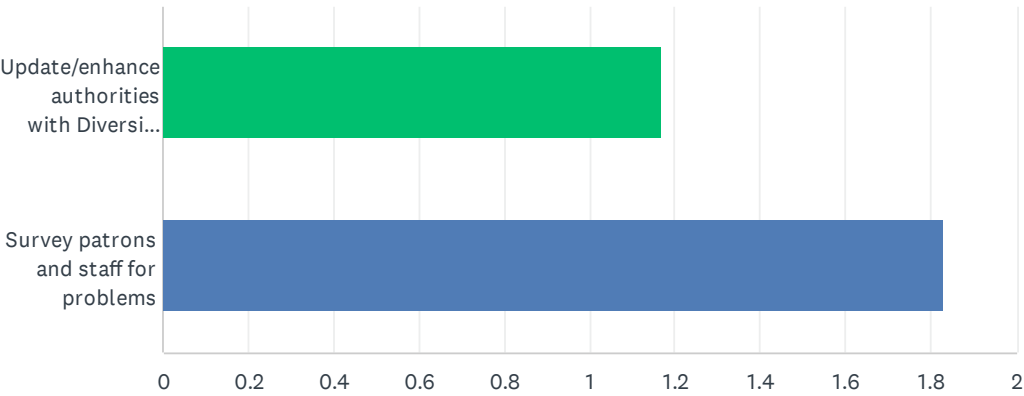
Answered: 25 Skipped: 6



	1	2	3	4	5	TOTAL	SCORE
Develop ILS tips/topics members can use on their social media	24.00% 6	32.00% 8	24.00% 6	12.00% 3	8.00% 2	25	3.52
Continue to advocate for Vega enhancements important to PrairieCat	36.00% 9	24.00% 6	32.00% 8	8.00% 2	0.00% 0	25	3.88
Patron-facing training videos	32.00% 8	24.00% 6	12.00% 3	12.00% 3	20.00% 5	25	3.36
Survey catalog annually/ILS survey annually	4.00% 1	8.00% 2	32.00% 8	40.00% 10	16.00% 4	25	2.44
Implement user roles in Vega	4.00% 1	12.00% 3	0.00% 0	28.00% 7	56.00% 14	25	1.80

Q14 (Patron) User Experience Goal 2: PrairieCat seeks opportunities to enhance services to further meet the needs of diverse users.

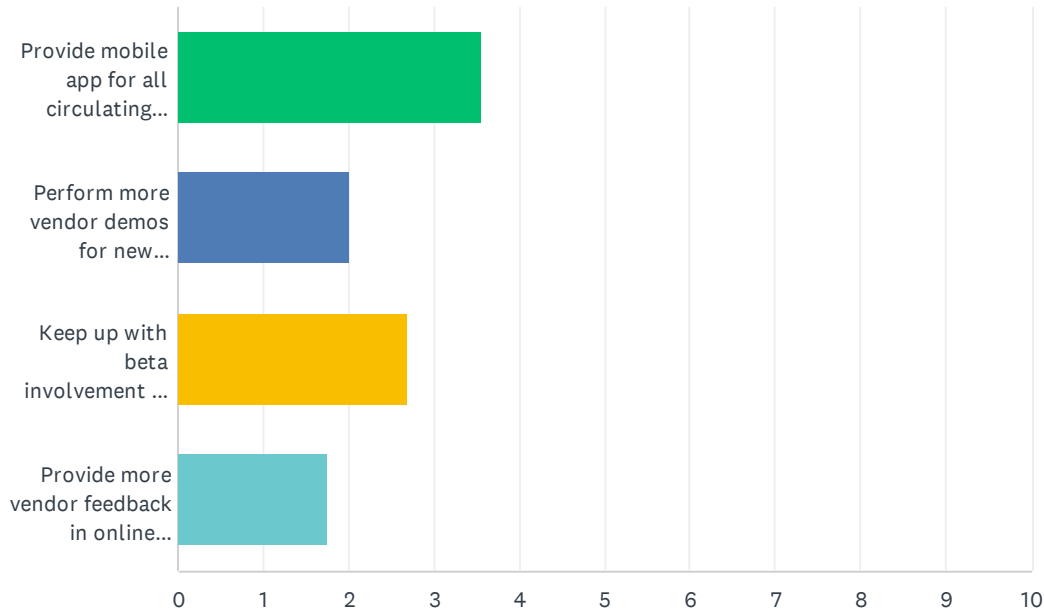
Answered: 12    Skipped: 19



	1	2	TOTAL	SCORE
Update/enhance authorities with Diversity, Equity, and Inclusion in mind	16.67% 2	83.33% 10	12	1.17
Survey patrons and staff for problems	83.33% 10	16.67% 2	12	1.83

## Q15 (Patron) User Experience Goal 3: PrairieCat pursues vendor relationships to offer expanded services to end users.

Answered: 16 Skipped: 15



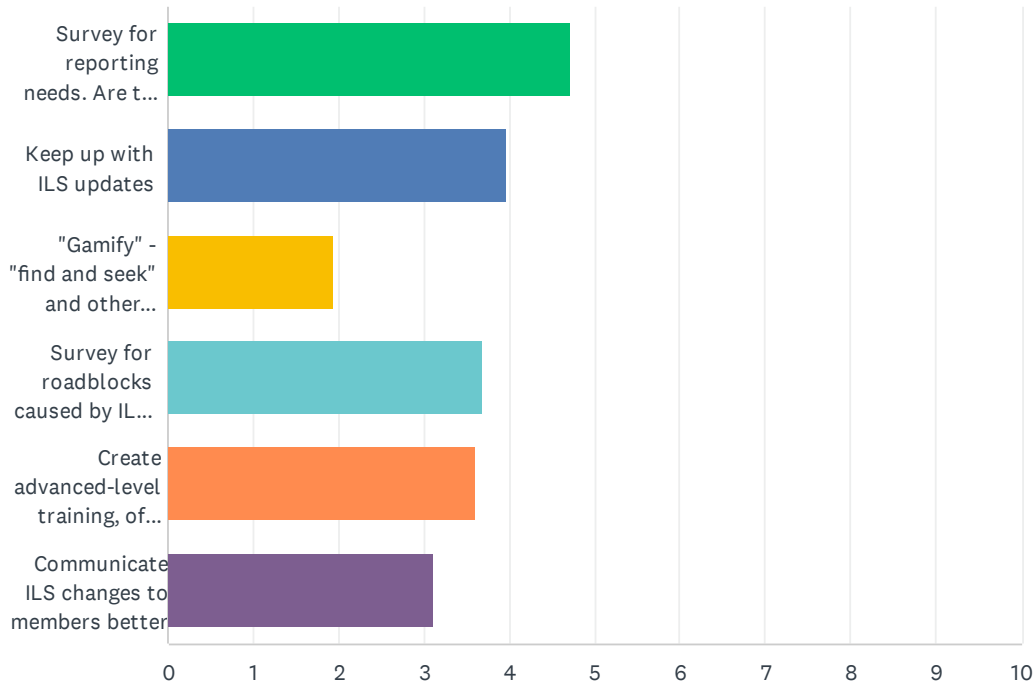
	1	2	3	4	TOTAL	SCORE
Provide mobile app for all circulating libraries (provided we can fund)	75.00% 12	6.25% 1	18.75% 3	0.00% 0	16	3.56
Perform more vendor demos for new software	18.75% 3	12.50% 2	18.75% 3	50.00% 8	16	2.00
Keep up with beta involvement to ensure we have a "voice"	0.00% 0	81.25% 13	6.25% 1	12.50% 2	16	2.69
Provide more vendor feedback in online forums and enhancement tools, encourage libraries to participate more	6.25% 1	0.00% 0	56.25% 9	37.50% 6	16	1.75

## Q16 Other activity suggestions for (Patron) User Experience

Answered: 0   Skipped: 31

## Q17 NEW GOAL: Library Staff User Experience: What should our goals be, and what activities should we perform?

Answered: 28 Skipped: 3



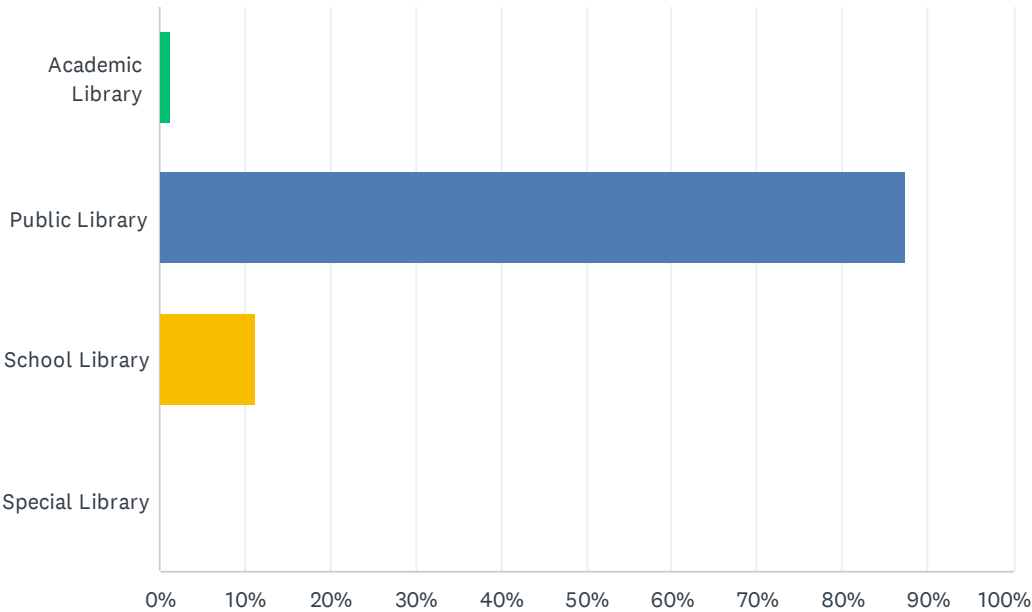
	1	2	3	4	5	6	TOTAL	SCORE
Survey for reporting needs. Are they being met?	39.29% 11	21.43% 6	14.29% 4	21.43% 6	3.57% 1	0.00% 0	28	4.71
Keep up with ILS updates	10.71% 3	28.57% 8	21.43% 6	25.00% 7	14.29% 4	0.00% 0	28	3.96
"Gamify" - "find and seek" and other gamification on website	0.00% 0	3.57% 1	3.57% 1	25.00% 7	17.86% 5	50.00% 14	28	1.93
Survey for roadblocks caused by ILS configurations, address those that can be remedied	21.43% 6	14.29% 4	21.43% 6	10.71% 3	17.86% 5	14.29% 4	28	3.68
Create advanced-level training, offer certifications	25.00% 7	14.29% 4	7.14% 2	14.29% 4	28.57% 8	10.71% 3	28	3.61
Communicate ILS changes to members better	3.57% 1	17.86% 5	32.14% 9	3.57% 1	17.86% 5	25.00% 7	28	3.11

## Q18 Other activity suggestions for Library Staff User Experience

Answered: 1   Skipped: 30

Q1 Select your library's type:

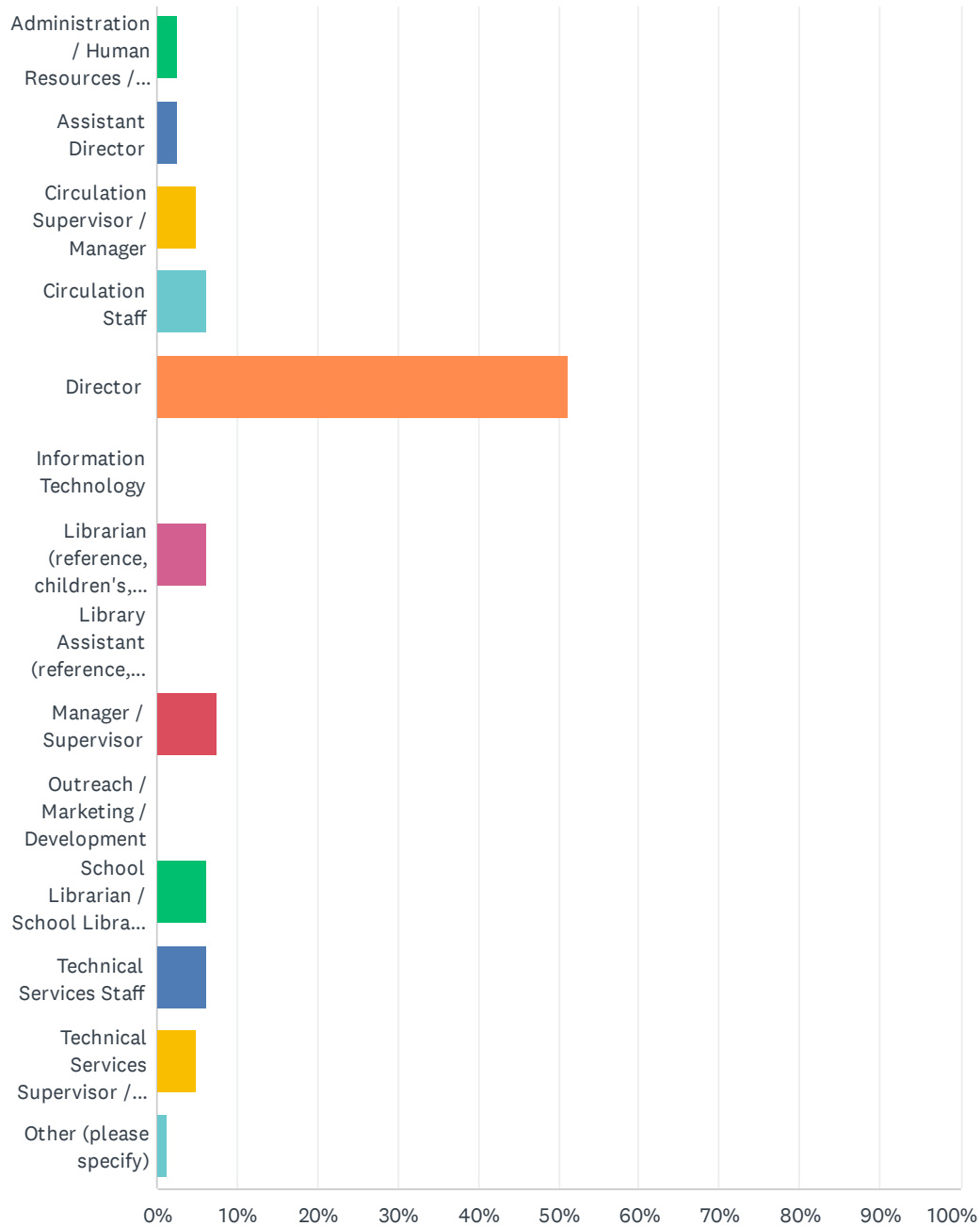
Answered: 80    Skipped: 0



ANSWER CHOICES	RESPONSES	
Academic Library	1.25%	1
Public Library	87.50%	70
School Library	11.25%	9
Special Library	0.00%	0
TOTAL		80

## Q2 What is your library position? (Please select the option that best describes your position)

Answered: 80 Skipped: 0



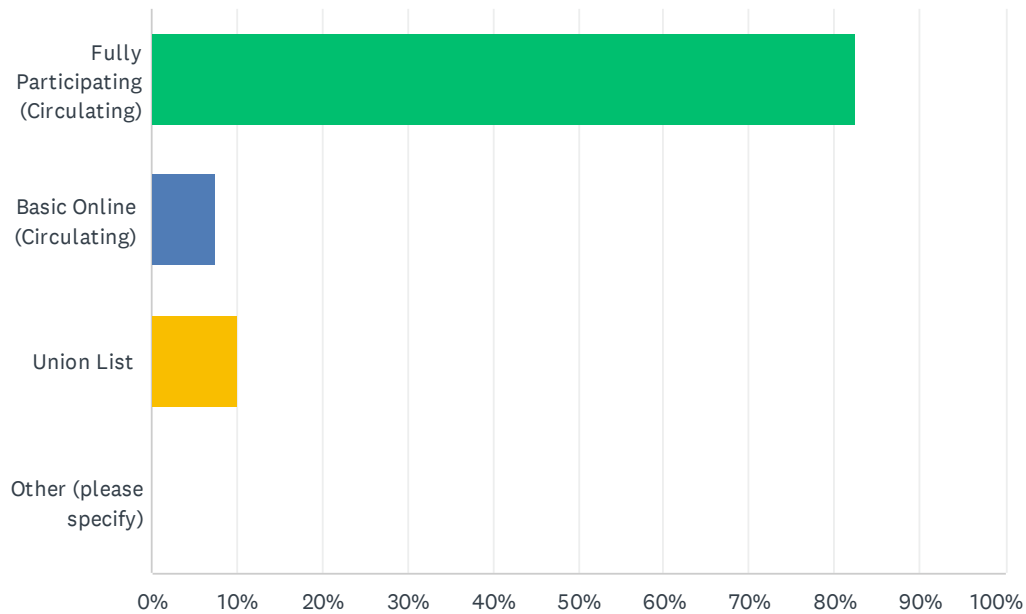


ANSWER CHOICES	RESPONSES	
Administration / Human Resources / Finances	2.50%	2
Assistant Director	2.50%	2
Circulation Supervisor / Manager	5.00%	4
Circulation Staff	6.25%	5
Director	51.25%	41
Information Technology	0.00%	0
Librarian (reference, children's, youth services, etc.)	6.25%	5
Library Assistant (reference, children's, youth services, etc.)	0.00%	0
Manager / Supervisor	7.50%	6
Outreach / Marketing / Development	0.00%	0
School Librarian / School Library Staff	6.25%	5
Technical Services Staff	6.25%	5
Technical Services Supervisor / Manager	5.00%	4
Other (please specify)	1.25%	1
TOTAL		80

#	OTHER (PLEASE SPECIFY)	DATE
1	Circulation and technical services manager	10/15/2024 8:32 AM

### Q3 Select your library's PrairieCat membership level:

Answered: 80 Skipped: 0

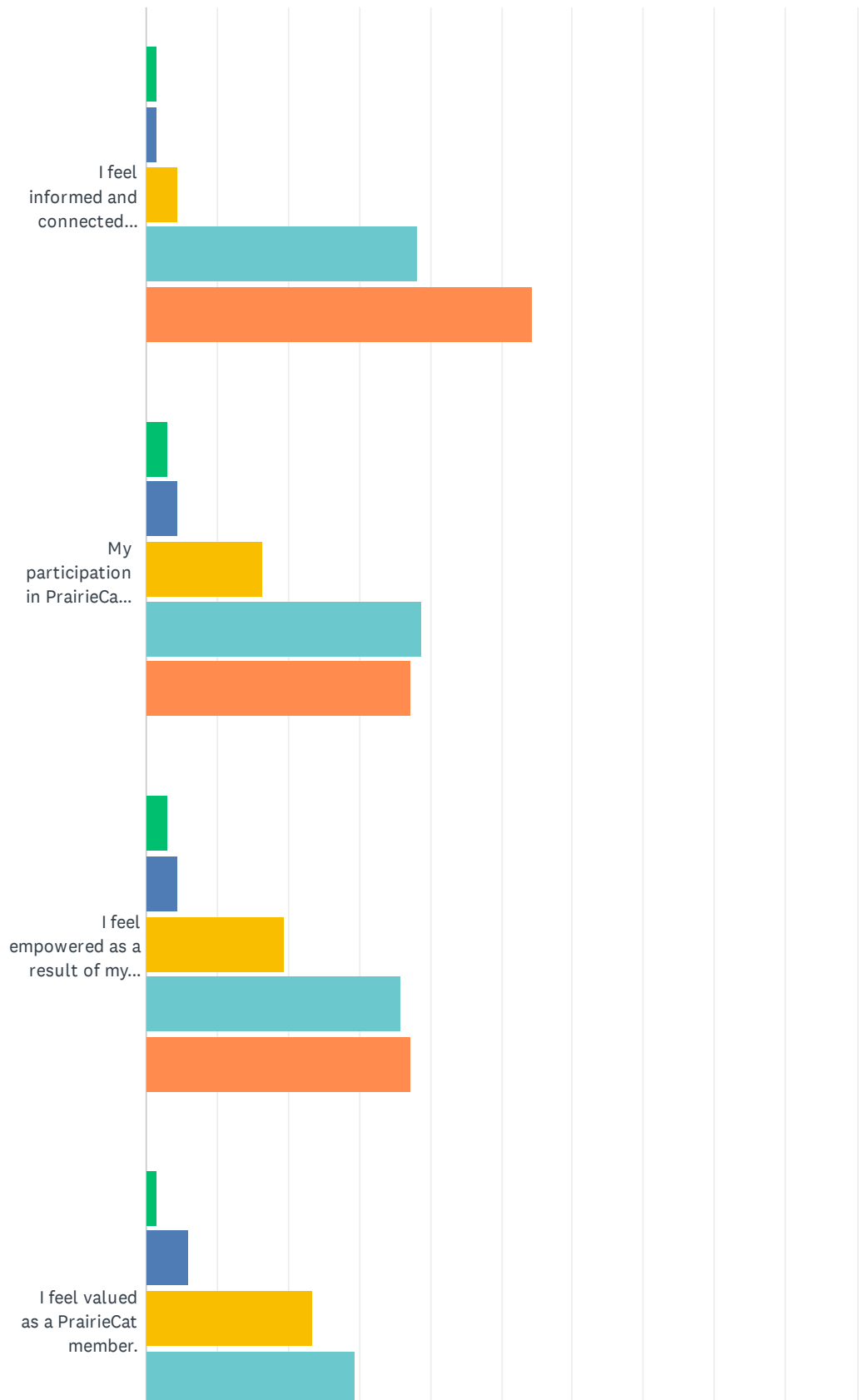


ANSWER CHOICES	RESPONSES	
Fully Participating (Circulating)	82.50%	66
Basic Online (Circulating)	7.50%	6
Union List	10.00%	8
Other (please specify)	0.00%	0
TOTAL		80

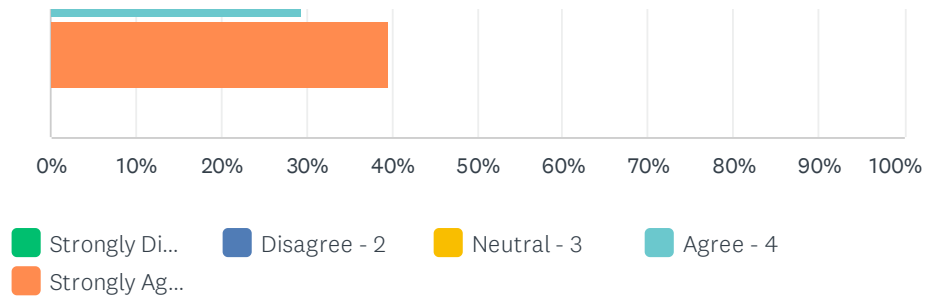
#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q4 Please rate your level of agreement with the following statements:

Answered: 68    Skipped: 12



## Strategic Plan Evaluation: Member Survey | 2024



	STRONGLY DISAGREE - 1	DISAGREE - 2	NEUTRAL - 3	AGREE - 4	STRONGLY AGREE - 5	TOTAL	WEIGHTED AVERAGE
I feel informed and connected through PrairieCat communications.	1.47% 1	1.47% 1	4.41% 3	38.24% 26	54.41% 37	68	4.43
My participation in PrairieCat helps me connect with other member libraries and build relationships.	2.99% 2	4.48% 3	16.42% 11	38.81% 26	37.31% 25	67	4.03
I feel empowered as a result of my participation in PrairieCat.	2.99% 2	4.48% 3	19.40% 13	35.82% 24	37.31% 25	67	4.00
I feel valued as a PrairieCat member.	1.47% 1	5.88% 4	23.53% 16	29.41% 20	39.71% 27	68	4.00

#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	The new marketing handouts (Annual Report, RAILS vs. PrairieCat, Organizational History and such) are very well done.	10/31/2024 2:54 PM
2	The Prairie Cat staff go out of their way to help each and every library in the system. I cannot say enough good things about them.	10/14/2024 2:10 PM

## Q5 How can PrairieCat better engage and communicate with member libraries?

Answered: 10 Skipped: 70

#	RESPONSES	DATE
1	Member libraries/members: I'd say to continue to explore grants from RAILS (other agencies) to support marketing of the consortium. This goes to support advocacy, marketing, and promotion of libraries.	10/31/2024 2:54 PM
2	As a relatively new director I'm so grateful for the help with IPLAR - the IPLAR workshop was beneficial.	10/28/2024 11:31 AM
3	I do not have any suggestions.	10/16/2024 3:22 PM
4	I think PC does a great job - at some level, each library is responsible for engaging as well. I understand this is easier said than done for many.	10/15/2024 12:00 PM
5	they do a great job now!	10/15/2024 9:25 AM
6	I am not sure if it was some setting that I missed but I only receive the listserv emails at the end of the day. If the system is running poorly or any other problem arises, I am not made aware of it unless I go on the PC website and search for news. I would like some sort of communication from PC when the issue is occurring.	10/15/2024 8:58 AM
7	More structured networking opportunities at Delegates Assembly meetings. We're driving pretty far away, may as well take advantage of the in-person meeting.	10/15/2024 8:53 AM
8	I find the member engagement days very valuable.	10/14/2024 3:46 PM
9	Continue with the open line of communications that PrairieCat staff and member libraries are using.	10/14/2024 1:33 PM
10	I think PrairieCat is doing a great job	10/14/2024 11:09 AM

## Q6 Are there any barriers to your participation that PrairieCat can remove?

Answered: 15   Skipped: 65

#	RESPONSES	DATE
1	Increase access to cataloging training.	10/31/2024 2:54 PM
2	it's been difficult to make the Delegates Assembly meetings in person in part due to distance, but PrairieCat's geographic area is large, and i understand that. i also appreciate that the locations are moved each quarter so everyone hopefully has a chance to easily attend in person.	10/29/2024 11:28 AM
3	The most difficult part for us small libraries is getting to the in-person meetings, due to staffing issues.	10/28/2024 2:47 PM
4	Automatic renewals	10/28/2024 2:06 PM
5	Zoomed meetings and workshops are often the only way to we can participate.	10/28/2024 11:31 AM
6	Not all library staff know about the information and training that PrairieCat has to offer.	10/16/2024 7:19 PM
7	No	10/16/2024 3:22 PM
8	Yes, locations of meetings are generally an hour or more away.	10/15/2024 2:32 PM
9	I wish we could be exempted from OMA forever, but I know that's not possible.	10/15/2024 12:18 PM
10	None for me at this time, but I would imagine staffing/scheduling would be a factor.	10/15/2024 12:00 PM
11	Don't think so?	10/15/2024 9:25 AM
12	no	10/15/2024 8:58 AM
13	Online meetings would be much better and encourage more participation. Perhaps lobby someone at the state to make it possible, similar to what RAILS does with their committees?	10/15/2024 8:53 AM
14	N/A	10/14/2024 1:33 PM
15	n/a	10/14/2024 11:09 AM

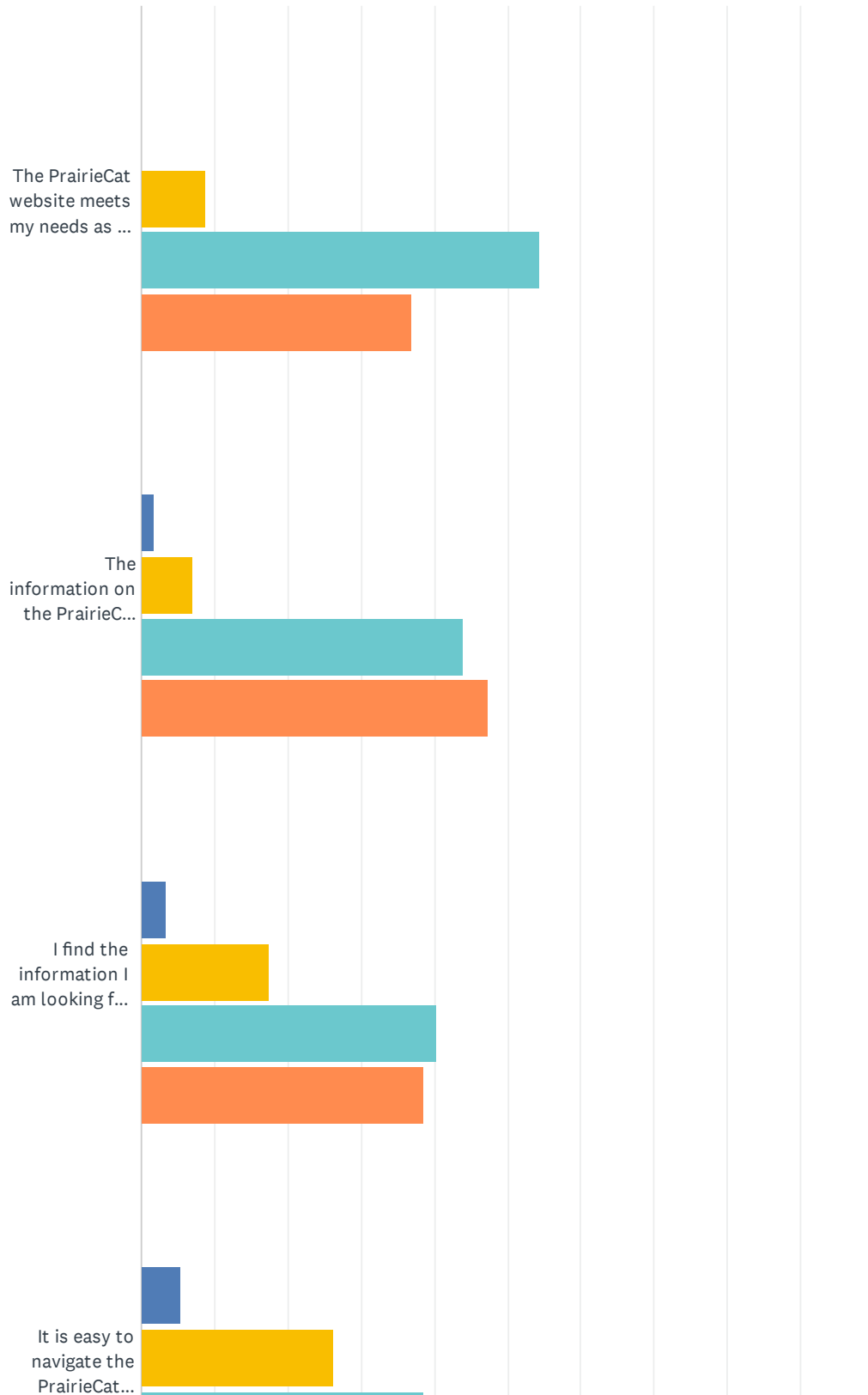
## Q7 Please share any other comments about member engagement here.

Answered: 9   Skipped: 71

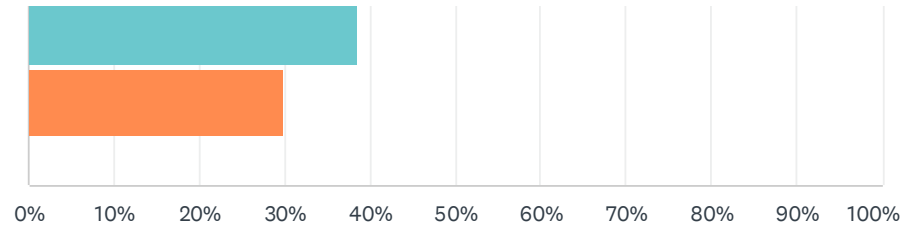
#	RESPONSES	DATE
1	Good work on the progress in supporting the members through your work~	10/31/2024 2:54 PM
2	Maybe make a break out session with similar size/type of library's available after the meeting.	10/28/2024 2:47 PM
3	I am new to this position this school year so I just don't feel like I've been doing this long enough to have a full opinion.	10/28/2024 10:08 AM
4	I feel we need more training on some things and would like to have someone come to the library to help us.	10/16/2024 11:16 AM
5	Everyone on staff is so helpful when you have a question or a problem! Union list always seems to have problem, not being automated!	10/15/2024 9:25 AM
6	Library tour hops throughout the year. Would be fun!	10/15/2024 8:53 AM
7	I feel that you do very well in this area. It's nice that you have moved Delegates and PUG Day around to try to lessen the travel times for everyone.	10/14/2024 3:46 PM
8	N/A	10/14/2024 1:33 PM
9	n/a	10/14/2024 11:09 AM

## Q8 Please rate your level of agreement with the following statements about the PrairieCat website support.prairiecat.info:

Answered: 57   Skipped: 23







■ Strongly Di... 
 ■ Disagree - 2 
 ■ Neutral - 3 
 ■ Agree - 4 
 ■ Strongly Ag...

	STRONGLY DISAGREE - 1	DISAGREE - 2	NEUTRAL - 3	AGREE - 4	STRONGLY AGREE - 5	TOTAL	WEIGHTED AVERAGE
The PrairieCat website meets my needs as a member library.	0.00% 0	0.00% 0	8.77% 5	54.39% 31	36.84% 21	57	4.28
The information on the PrairieCat website is useful.	0.00% 0	1.75% 1	7.02% 4	43.86% 25	47.37% 27	57	4.37
I find the information I am looking for when visiting the PrairieCat website.	0.00% 0	3.51% 2	17.54% 10	40.35% 23	38.60% 22	57	4.14
It is easy to navigate the PrairieCat website.	0.00% 0	5.26% 3	26.32% 15	38.60% 22	29.82% 17	57	3.93

#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	The Policies and Procedures Documentation setup is a little confusing at first.	10/28/2024 10:30 AM
2	I don't use the website as much as I should. I still have a little trouble finding what I am looking for.	10/16/2024 11:26 AM
3	Sometimes I can't find the agenda and documents for meetings. I'm unsure if this is me, or if it's something more people struggle to find.	10/15/2024 7:52 PM
4	I am just new to the position and don't know where all the things are yet.	10/15/2024 8:43 AM
5	I often have to call or put in a help desk ticket to find information on the website. It seems some things are almost hidden.	10/14/2024 2:13 PM

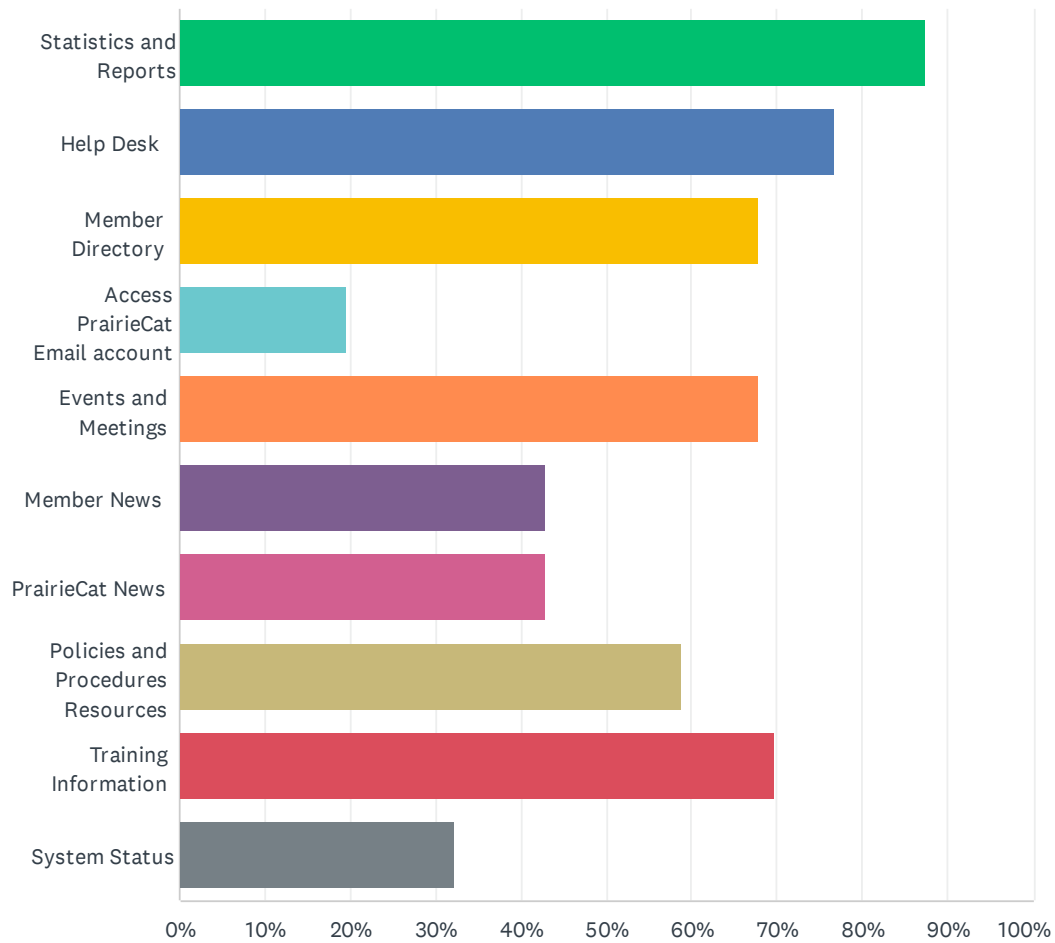
## Q9 Are there any features you wish the PrairieCat website had?

Answered: 6   Skipped: 74

#	RESPONSES	DATE
1	Easier to find links for training videos.	10/29/2024 8:32 AM
2	It would be cool to have a live chat option or a general FAQ	10/28/2024 10:30 AM
3	Nothing additional I can think of at this time.	10/15/2024 12:02 PM
4	?	10/15/2024 9:31 AM
5	N/A	10/14/2024 1:36 PM
6	A better search function to help me more quickly find the specific information I'm looking for.	10/14/2024 10:32 AM

## Q10 I use the PrairieCat website for (check all that apply)

Answered: 56 Skipped: 24

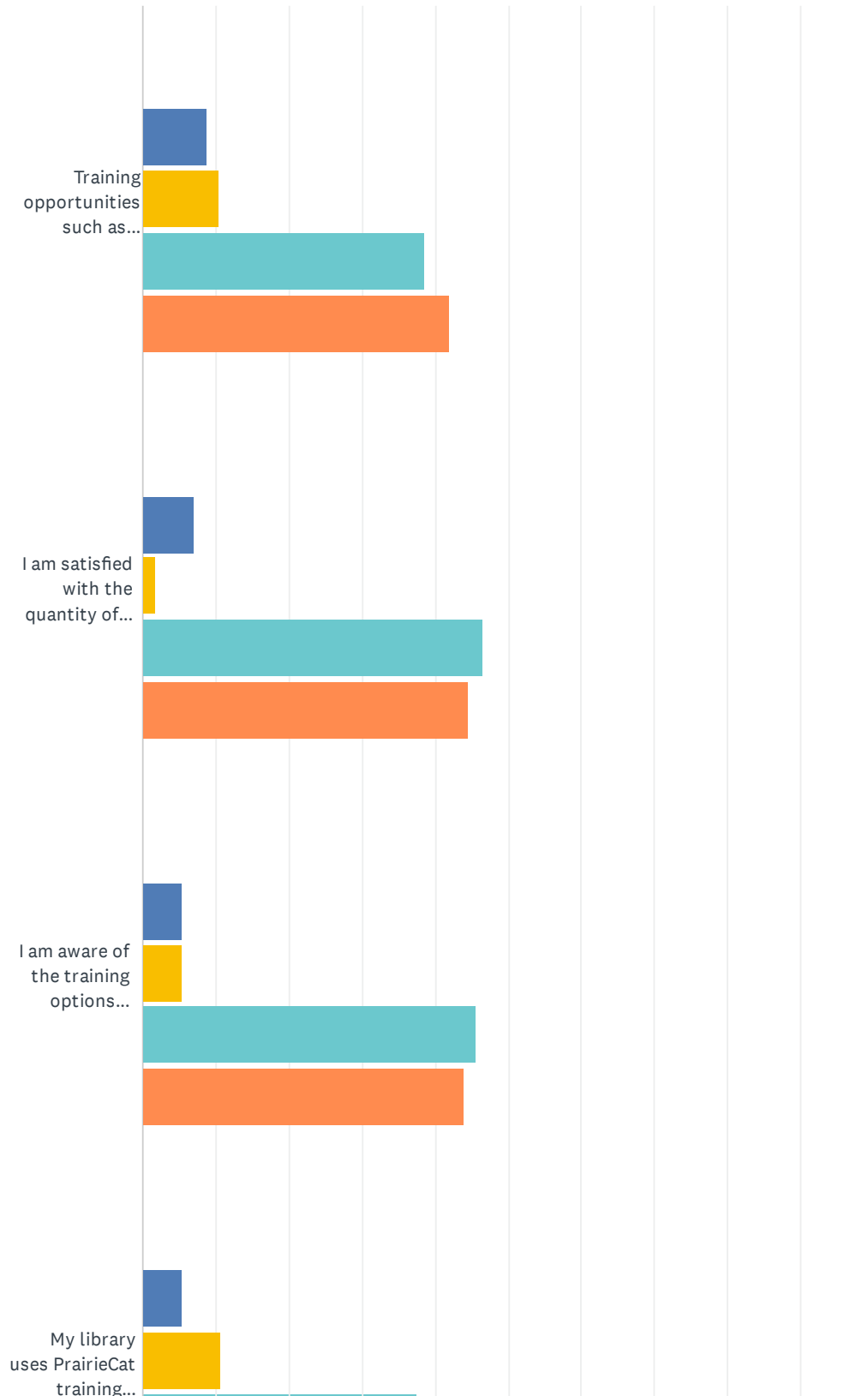


ANSWER CHOICES	RESPONSES	
Statistics and Reports	87.50%	49
Help Desk	76.79%	43
Member Directory	67.86%	38
Access PrairieCat Email account	19.64%	11
Events and Meetings	67.86%	38
Member News	42.86%	24
PrairieCat News	42.86%	24
Policies and Procedures Resources	58.93%	33
Training Information	69.64%	39
System Status	32.14%	18
Total Respondents: 56		

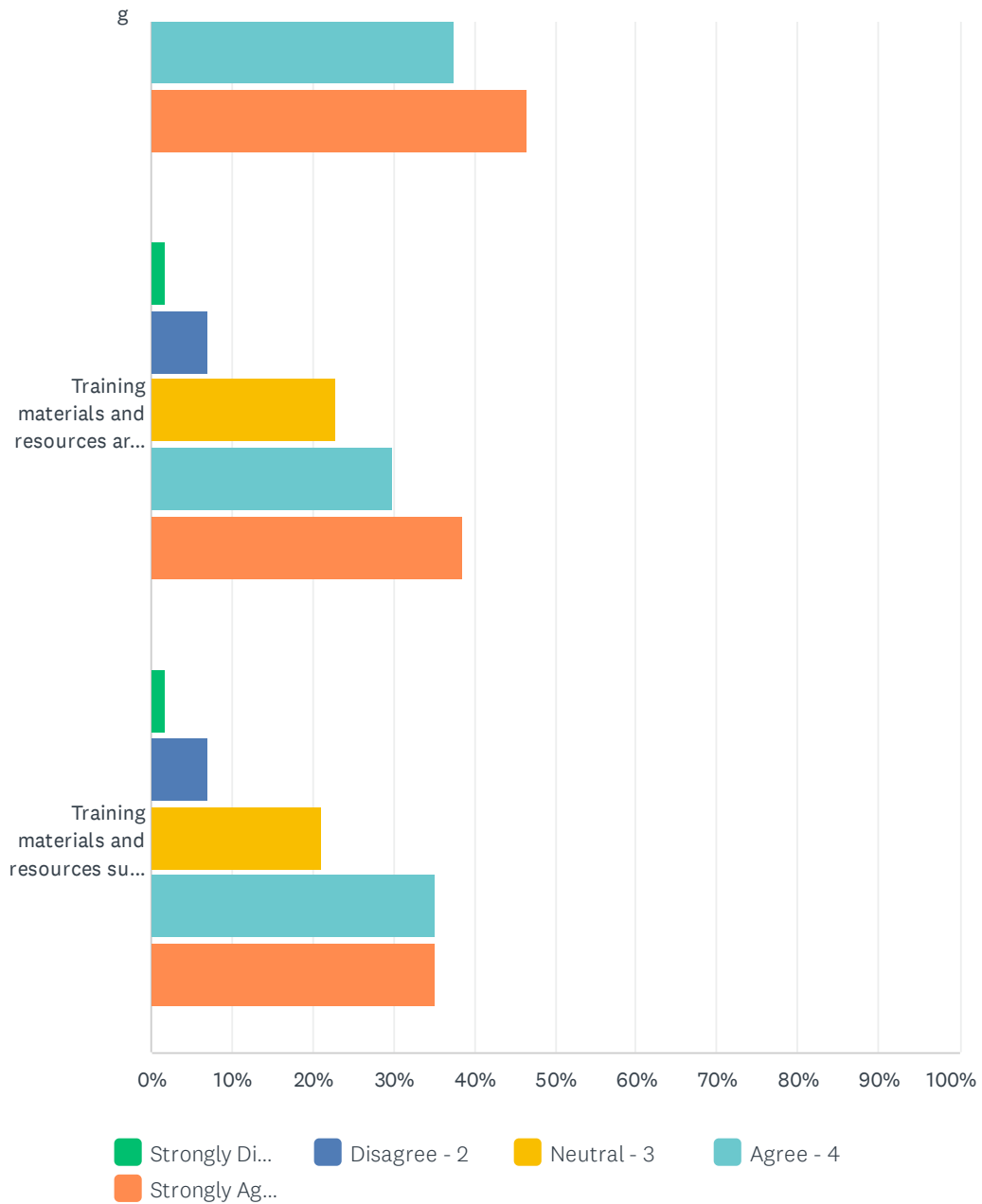
#	OTHER (PLEASE SPECIFY)	DATE
1	The green lights indicating system status are nice.	10/31/2024 3:33 PM

# Q11 Please rate your level of agreement with the following statements about PrairieCat provided Sierra/Discover Training:

Answered: 57 Skipped: 23



## Strategic Plan Evaluation: Member Survey | 2024

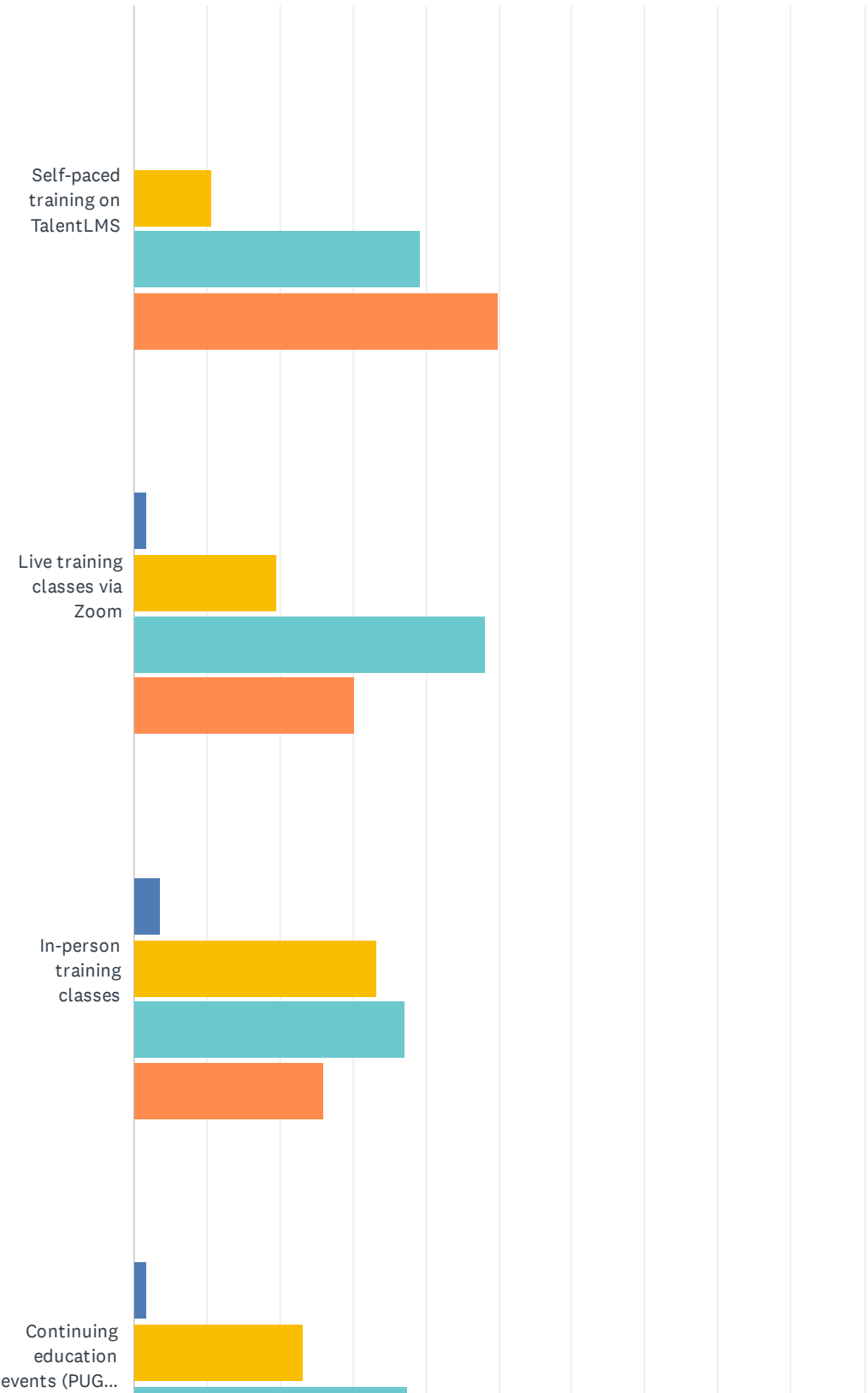


	STRONGLY DISAGREE - 1	DISAGREE - 2	NEUTRAL - 3	AGREE - 4	STRONGLY AGREE - 5	TOTAL	WEIGHTED AVERAGE
Training opportunities such as TalentLMS courses and live training classes are communicated effectively.	0.00% 0	8.77% 5	10.53% 6	38.60% 22	42.11% 24	57	4.14
I am satisfied with the quantity of PrairieCat training opportunities that are offered.	0.00% 0	7.14% 4	1.79% 1	46.43% 26	44.64% 25	56	4.29
I am aware of the training options available to me, including self-paced courses and live sessions (virtual or in person).	0.00% 0	5.26% 3	5.26% 3	45.61% 26	43.86% 25	57	4.28
My library uses PrairieCat training classes to help train new staff or teach new skills to current staff.	0.00% 0	5.36% 3	10.71% 6	37.50% 21	46.43% 26	56	4.25
Training materials and resources are easy to find on the PrairieCat website.	1.75% 1	7.02% 4	22.81% 13	29.82% 17	38.60% 22	57	3.96
Training materials and resources such as policies and procedures documentation are easy to use.	1.75% 1	7.02% 4	21.05% 12	35.09% 20	35.09% 20	57	3.95

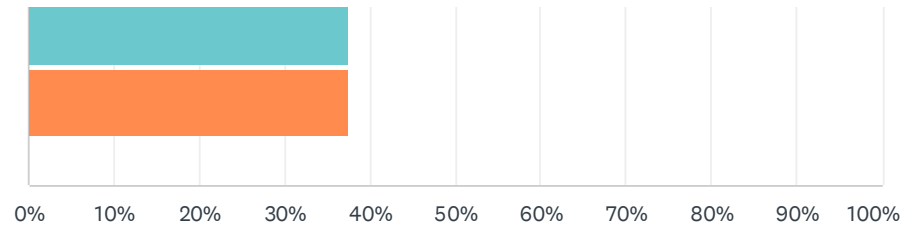
#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	I recently set up a staff member to start catalog training and it was slightly challenging to decipher which courses belonged to that training series. I only knew where to start having taken the courses before and knowing the verbiage used to describe them. I think more obvious headings and groups of related classes (pre-requisites listed) would make the site easier to navigate. Having to locate and add each class that comes next in the series separately is cumbersome.	10/28/2024 11:24 AM
2	The Policies and Procedures Documentation setup is a little confusing at first.	10/28/2024 10:30 AM
3	Some classes are hard to figure out what you need in order to get certain certifications.	10/16/2024 7:24 PM
4	I haven't used talent LMS much recently and always forget how to get a person signed up to take classes. I usually don't take the time to look up policies, etc. and usually just email someone for the answer.	10/16/2024 11:26 AM

# Q12 Please rate your level of satisfaction with the types of training and events offered:

Answered: 57    Skipped: 23







■ Very unsati... 
 ■ Unsatisfied... 
 ■ Neutral - 3 
 ■ Satisfied- 4 
 ■ Very satisfi...

	VERY UNSATISFIED - 1	UNSATISFIED- 2	NEUTRAL - 3	SATISFIED- 4	VERY SATISFIED - 5	TOTAL	WEIGHTED AVERAGE
Self-paced training on TalentLMS	0.00% 0	0.00% 0	10.71% 6	39.29% 22	50.00% 28	56	4.39
Live training classes via Zoom	0.00% 0	1.79% 1	19.64% 11	48.21% 27	30.36% 17	56	4.07
In-person training classes	0.00% 0	3.70% 2	33.33% 18	37.04% 20	25.93% 14	54	3.85
Continuing education events (PUG Day, member updates, professional development webinars)	0.00% 0	1.79% 1	23.21% 13	37.50% 21	37.50% 21	56	4.11

#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	Due to our size we do have a need for more training in some areas. These tend to be the areas that have longer training.	10/31/2024 3:33 PM
2	My "Neutral" responses are due to me never having used/experienced those trainings/classes.	10/28/2024 12:23 PM
3	PUG Day was more effective in person.	10/17/2024 8:46 AM
4	I wish there were more training on certain situations you come across in sierra or just in circulation in general.	10/16/2024 7:24 PM
5	I love that every other year Pug Day is offered online. The only problem is that this year some of the classes that I signed up for were on a Monday or Friday and I couldn't attend. It is also hard to do online if we are open and a patron comes in. I know that these are recorded, but it seems that I am so busy that I never take the time to go back and watch them.	10/16/2024 11:26 AM
6	PUG Day is great!	10/15/2024 8:55 AM
7	I have not had any in-person trainings or PUG days yet.	10/15/2024 8:43 AM
8	We don't use the 2 middle ones	10/14/2024 3:49 PM
9	I get so much out of PUG Day. I love attending in person. I get more out of it in person. This year it seems like many of the training sessions I wanted to attend were taking place at the same time. That was kind of frustrating.	10/14/2024 2:13 PM

## Q13 What can PrairieCat do to improve Sierra/Discover training?

Answered: 8   Skipped: 72

#	RESPONSES	DATE
1	Make sure it stays as current and updated as possible to include current practices and policies and is aligned with the current functionality of Sierra and Vega Discover	10/28/2024 10:30 AM
2	When I went through the training, it just seemed hard to navigate what I was supposed to be taking, what superseded what. It was more of an organizational issue.	10/28/2024 10:10 AM
3	n/a	10/15/2024 12:02 PM
4	It would be nice if the Talent LMS site was more accessible to new employees. I find it is too dense for initiation purposes.	10/15/2024 9:50 AM
5	?	10/15/2024 9:31 AM
6	Have online "office hours" where PC members can log in and ask a quick question. Anything that takes longer can then be referred to the HelpDesk. Might cut down on tickets.	10/15/2024 8:55 AM
7	I feel like the Talent LMS class is too short	10/14/2024 3:49 PM
8	N/A	10/14/2024 1:36 PM

## Q14 What continuing education or Sierra/Discover training would you like to see offered?

Answered: 7   Skipped: 73

#	RESPONSES	DATE
1	I have been curious about becoming an original cataloger - if that's even possible. I don't quite know how to go about that or even what courses to look for (what they are called, etc...) if they are already there.	10/28/2024 11:24 AM
2	Training on working the back end of Vega Discover (personalization, showcases, reports, etc.)	10/28/2024 10:30 AM
3	maybe go over the policy and procedures in a training so it certain sections can be explained in more detail and examples given.	10/16/2024 7:24 PM
4	I would like to have training on cataloging (library of things) items. Our library started getting things such as games, kits, etc. and we are not sure how to put them into the system. Do we put them in separately or make a library of things that they all get categorized under.	10/16/2024 11:26 AM
5	Can't think of anything additional at this time.	10/15/2024 12:02 PM
6	?	10/15/2024 9:31 AM
7	N/A	10/14/2024 1:36 PM

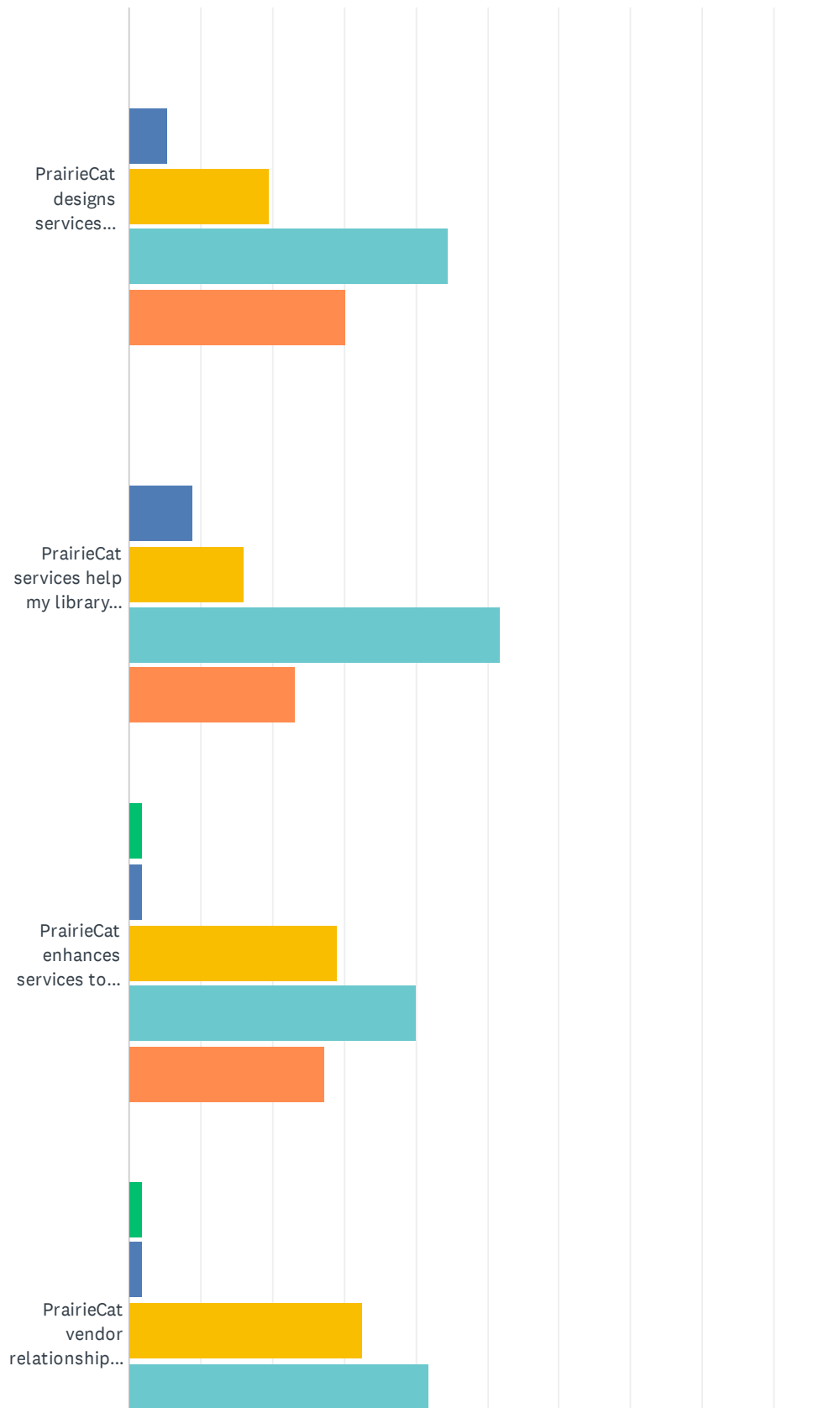
## Q15 Please share any other comments about training and continuing education here.

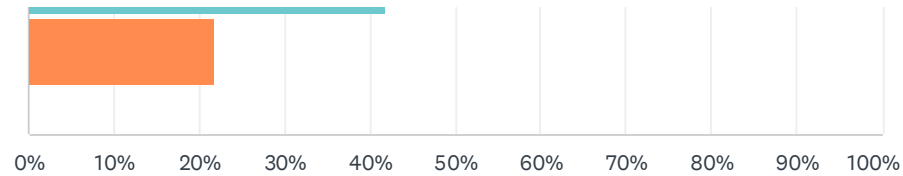
Answered: 2   Skipped: 78

#	RESPONSES	DATE
1	We continue to have issues with multiple holds for book groups - this includes random and holiday titles. We would like training to navigate and understand our systems algorithm.	10/28/2024 11:50 AM
2	It is so handy for small Library's to be able to do alot of the training online. We don't have monies to travel very far, so doing it online is a big help to us! We really appreciate all of the people that answer all of our questions, and are always so nice when helping out! Our little Library is very lucky to be a part of PrairieCat!!	10/15/2024 9:31 AM

# Q16 Please rate your level of agreement with the following statements:

Answered: 56 Skipped: 24





■ Strongly Di... 
 ■ Disagree - 2 
 ■ Neutral - 3 
 ■ Agree - 4 
 ■ Strongly Ag...

PrairieCat designs services focused on meeting end user needs.	0.00% 0	5.36% 3	19.64% 11	44.64% 25	30.36% 17	56	4.00
PrairieCat services help my library engage end users.	0.00% 0	8.93% 5	16.07% 9	51.79% 29	23.21% 13	56	3.89
PrairieCat enhances services to further meet the needs of diverse end users.	1.82% 1	1.82% 1	29.09% 16	40.00% 22	27.27% 15	55	3.89
PrairieCat vendor relationships have helped expand services to end users.	1.82% 1	1.82% 1	32.73% 18	41.82% 23	21.82% 12	55	3.80

#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	You seem more concerned with giving Innovative business than serving members.	10/15/2024 9:51 AM

## Q17 What can PrairieCat do to improve end user experience?

Answered: 8 Skipped: 72

#	RESPONSES	DATE
1	The switch to Vega has been challenging. Our patrons continue to struggle with the move and we find it more challenging to navigate. I think we lost some users while we were in-between. We don't always see accurate search results even as staff using the site. I personally miss using our c: 40 search code while I'm away from my library computers to quickly search our own inventory. This was a frustrating change for us as we continue to see the site have issues and the staff rarely uses it since we can't count on its accuracy.	10/28/2024 11:29 AM
2	The searching on Vega is a problem for a lot of patrons and staff.	10/28/2024 10:09 AM
3	Patrons are asking for a more descriptive catalogue. Especially when it comes to dvds. e.g. film dates (versions), actors.	10/15/2024 3:50 PM
4	n/a	10/15/2024 12:03 PM
5	Hold Innovative accountable for the promises they make.	10/15/2024 9:51 AM
6	?	10/15/2024 9:31 AM
7	I think our ILS is so concerned for the end-user experience that they don't focus on how awful their product is for staff.	10/15/2024 8:57 AM
8	N/A	10/14/2024 1:36 PM

Q18 Please share any other comments about end user experience here.

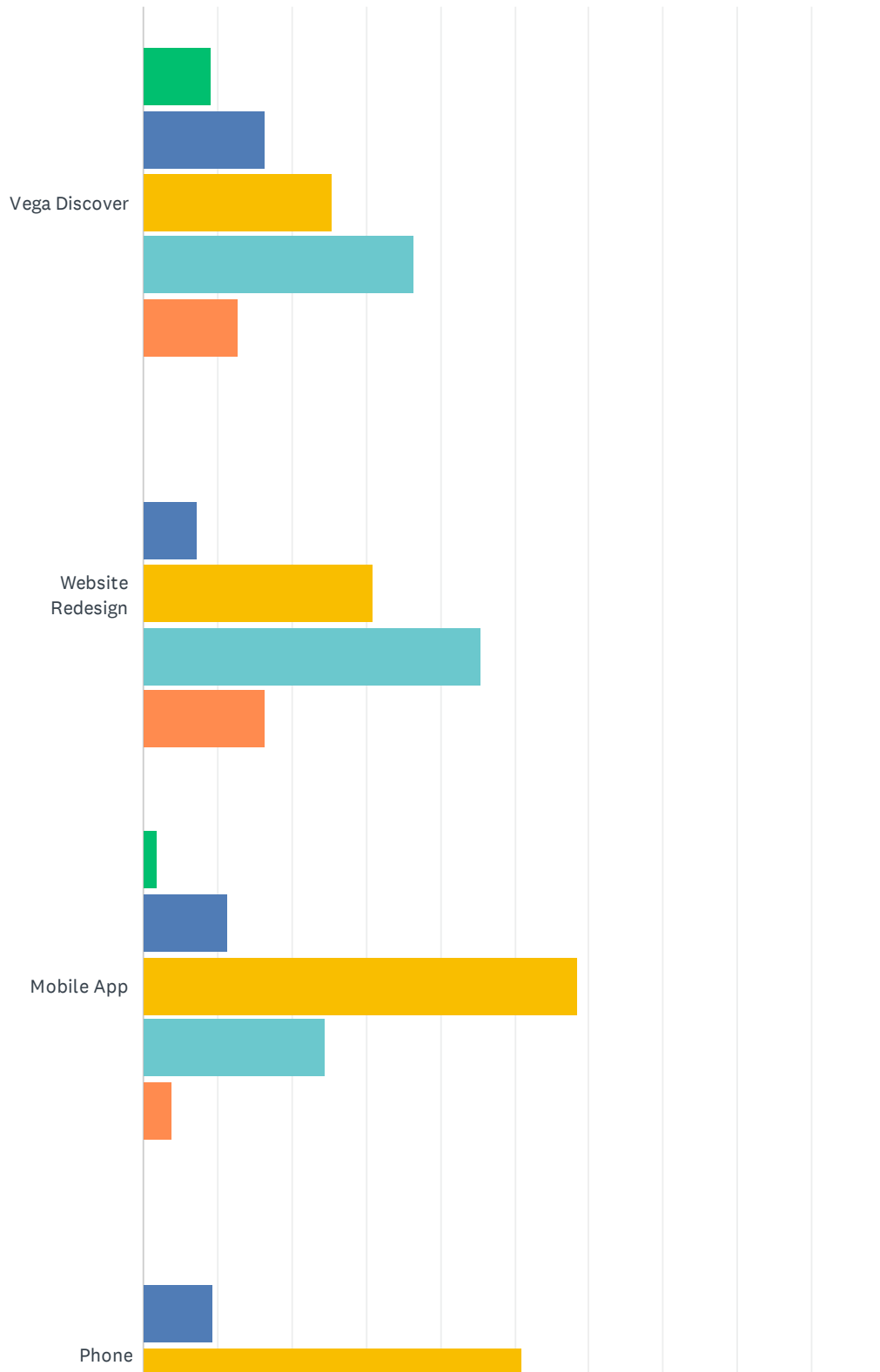
Answered: 4    Skipped: 76

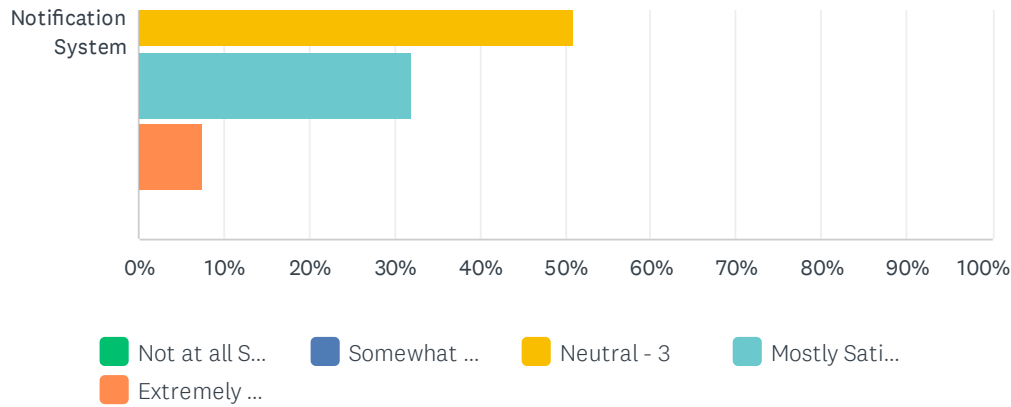
#	RESPONSES	DATE
1	Please continue to promote to Innovative the need to find materials in the catalog easier.	10/31/2024 3:34 PM
2	We have had a few patrons dislike the vega experience since we have started vega.	10/15/2024 3:50 PM
3	I appreciate PC's emphasis on the end user.	10/15/2024 12:03 PM
4	N/A	10/14/2024 1:36 PM



Q19 PrairieCat has added new technologies or services over the last few years. We would like to get your feedback on these. Please rate your level of satisfaction for each addition.

Answered: 55   Skipped: 25





	NOT AT ALL SATISFIED - 1	SOMEWHAT SATISFIED - 2	NEUTRAL - 3	MOSTLY SATISFIED - 4		
Vega Discover	9.09% 5	16.36% 9	25.45% 14	36.36% 20	12.73% 7	55 3.27
Website Redesign	0.00% 0	7.27% 4	30.91% 17	45.45% 25	16.36% 9	55 3.71
Mobile App	1.89% 1	11.32% 6	58.49% 31	24.53% 13	3.77% 2	53 3.17
Phone Notification System	0.00% 0	9.43% 5	50.94% 27	32.08% 17	7.55% 4	53 3.38

#	COMMENTS / OTHER (PLEASE SPECIFY)	DATE
1	Lots of positive feedback from both staff and patrons regarding the mobile app-it's relevant and easy to navigate-thanks!	10/29/2024 11:31 AM
2	We do not use the Mobile App or the Phone Notification System	10/28/2024 12:25 PM
3	I haven't used the mobile app and I'm still trying to get used to Vega. I just don't find it as easy to navigate. I'm planning to go through the training again which may help.	10/24/2024 3:07 PM
4	We have had patrons complain that they don't get a phone call right away when their item is in, if they get a phone call at all. If items are checked in in the morning they sometimes don't get a phone call till the evening.	10/16/2024 7:28 PM
5	Our patrons are not happy with less information in Vega. For example; when looking at movies it doesn't give much information about the movie, actors, etc.	10/16/2024 11:29 AM
6	We do not use the mobile app.	10/15/2024 7:57 PM
7	Staff and even sometimes patrons really do need to be able to see a full bibliographic record in Vega and that still isn't an option.	10/15/2024 12:21 PM
8	Vega seems like it's a work in progress at all times. Most patrons absolutely abhor using it. The mobile app is great if it's working the way it's supposed to.	10/15/2024 8:58 AM
9	I have not used these yet.	10/15/2024 8:44 AM
10	Our library is neutral on the mobile app as we do not use it.	10/14/2024 1:40 PM

## Q20 Please share feedback and suggestions concerning the product and training for Vega Discover.

Answered: 12 Skipped: 68

#	RESPONSES	DATE
1	PrairieCat advocating for the user experiences is helpful (very necessary I would say) to get Innovative to improve their platform/software.	10/31/2024 3:37 PM
2	Vega was really difficult in the beginning and I feel like it still has such a long way to go. There are so many things in the idea exchange that feel like things that should have been included from the beginning. I hope that Pcat continues to do all they can to improve it.	10/31/2024 11:06 AM
3	I would like to incorporate more of this on my library's webpage, but as a school district librarian, it seems this is always at the bottom of the to-do list. I don't know the answer, but I wish there was some way to make these types of things easier or more seamless when there just doesn't seem to be enough time.	10/28/2024 10:12 AM
4	The searching is difficult for both patrons and staff.	10/28/2024 10:09 AM
5	The training for Vega is a start but there should be a lot more since its newer and people have a lot of questions.	10/16/2024 7:28 PM
6	I will be honest. I wish we as libraries used Vega and not the Prairie Cat system. I am not a person who goes online myself much and I haven't had time to learn a lot about it and play with it.	10/16/2024 11:29 AM
7	The patrons would like to see more access and descriptions on their end.	10/15/2024 3:54 PM
8	n/a	10/15/2024 12:04 PM
9	It's good	10/15/2024 9:32 AM
10	Very simple; nice enhancements.	10/15/2024 8:57 AM
11	N/A	10/14/2024 1:40 PM
12	Vega's filter system is not nearly as effective or accurate as that of encore. It's frustrating to employees and users alike.	10/14/2024 10:34 AM

## Q21 Please share feedback and suggestions concerning the product and training for the Website Redesign.

Answered: 4   Skipped: 76

#	RESPONSES	DATE
1	Was not aware that there was training	10/25/2024 4:33 PM
2	n/a	10/15/2024 12:04 PM
3	don't use	10/15/2024 9:32 AM
4	N/A	10/14/2024 1:40 PM

## Q22 Please share feedback and suggestions concerning the product and training for the Mobile App.

Answered: 8   Skipped: 72

#	RESPONSES	DATE
1	Please remember when exploring new products to keep in mind the need for patrons to register for new cards and renew existing library cards via the mobile app. We are promoting this service (and patrons are using this service heavily) as part of the 'Library on the go campaign'.	10/31/2024 3:37 PM
2	The Mobile App is simple and perhaps not the most modern, but it is popular at my library mostly for these reasons I think.	10/31/2024 11:06 AM
3	Was not aware that there was training	10/25/2024 4:33 PM
4	n/a	10/15/2024 3:54 PM
5	n/a	10/15/2024 12:04 PM
6	We have robust engagement with the app and it would be a travesty if patrons had the rug pulled out from under them with an oversold and underperforming Innovative product.	10/15/2024 9:53 AM
7	don't use	10/15/2024 9:32 AM
8	N/A	10/14/2024 1:40 PM

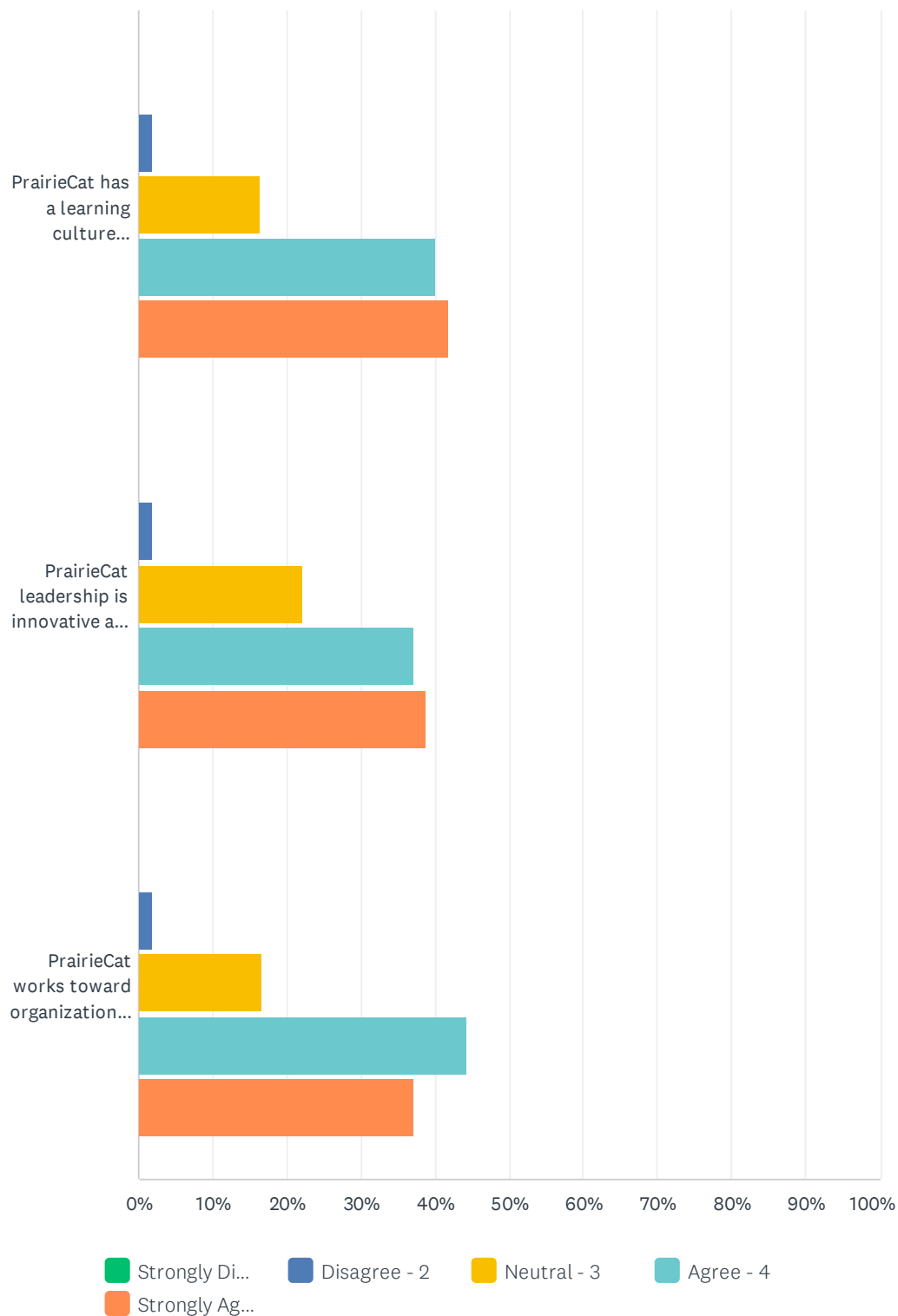
## Q23 Please share feedback and suggestions concerning the product and training for the Phone Notification System.

Answered: 6   Skipped: 74

#	RESPONSES	DATE
1	We don't use this system.	10/28/2024 10:12 AM
2	Was not aware that there was training	10/25/2024 4:33 PM
3	We have had patrons state they never received a call however, on our end we seen one went out. Other times we see they have not went out. Also, patrons have often stated they wished it was a number that was not an 800 number.	10/15/2024 3:54 PM
4	n/a	10/15/2024 12:04 PM
5	don't use	10/15/2024 9:32 AM
6	Wish we could see on the Patron Record under Teleforms that emails have been sent to patron through the notification if that is the patron's preferred method of notificaton.	10/14/2024 1:40 PM

## Q24 Please rate your level of agreement with the following statements:

Answered: 55   Skipped: 25



	<b>STRONGLY DISAGREE - 1</b>	<b>DISAGREE - 2</b>	<b>NEUTRAL - 3</b>	<b>AGREE - 4</b>	<b>STRONGLY AGREE - 5</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
PrairieCat has a learning culture supported by continuous improvement.	0.00% 0	1.82% 1	16.36% 9	40.00% 22	41.82% 23	55	4.22
PrairieCat leadership is innovative and creates a vision that inspires.	0.00% 0	1.85% 1	22.22% 12	37.04% 20	38.89% 21	54	4.13
PrairieCat works toward organizational growth and independence.	0.00% 0	1.85% 1	16.67% 9	44.44% 24	37.04% 20	54	4.17



## Q25 What are ways you feel PrairieCat shows commitment to organizational growth and independence?

Answered: 6   Skipped: 74

#	RESPONSES	DATE
1	It's clear through consistent and meaningful meetings, newsletters, and updates that procedures and plans are continuously being evaluated for their worth and changes made as needs and wants evolve.	10/28/2024 11:32 AM
2	Continually working towards independence from RAILS	10/28/2024 10:09 AM
3	Help desk always responds very quickly	10/16/2024 7:29 PM
4	Looking forward financially, continued relationship with RAILS.	10/15/2024 12:06 PM
5	?	10/15/2024 9:34 AM
6	N/A	10/14/2024 1:41 PM

## Q26 What are ways that PrairieCat shows innovation?

Answered: 5   Skipped: 75

#	RESPONSES	DATE
1	I think it's clear they are always looking for new ways to support the library community through all of the continuing ed offered, programs suggested, and new services provided.	10/28/2024 11:32 AM
2	Keeping up with tech and changes-new website and catalog, looking for a new app	10/28/2024 10:09 AM
3	Examining current by-laws/policy to ensure they are current and meet member needs and expectations.	10/15/2024 12:06 PM
4	always striving to improve on things!	10/15/2024 9:34 AM
5	N/A	10/14/2024 1:41 PM

## Q27 Please share any other comments about governance here.

Answered: 3   Skipped: 77

#	RESPONSES	DATE
1	Good job PrairieCat staff! You have taken on many projects that are beneficial to the members. We appreciate your continuing to help and support the members.	10/31/2024 3:38 PM
2	Wonderful leadership on all levels	10/28/2024 10:09 AM
3	N/A	10/14/2024 1:41 PM

## Q28 Besides current goals, please comment on other issues PrairieCat should focus on during the next few years. Why are these issues important? How can PrairieCat address them?

Answered: 11    Skipped: 69

#	RESPONSES	DATE
1	Work on resolving OCLC membership fees being so erratic between libraries. This would make PrairieCat membership fees fit the size of the library and their collection.	10/29/2024 3:16 PM
2	At this point, I still feel too new and inexperienced to offer valuable insight at this time.	10/28/2024 10:13 AM
3	Succession plan for Carolyn-will need good planning to fill her shoes.	10/28/2024 10:09 AM
4	Having presentations for library patrons on how to use the online catalogue.	10/15/2024 3:56 PM
5	Supporting libraries' technology needs through training, dedicated staff, and education (what's new, etc.)	10/15/2024 12:08 PM
6	I'm getting close to retiring, so I'm not sure?	10/15/2024 9:36 AM
7	The only issue myself and my staff have had are the number of times the PrairieCat site has gone down or is slow.	10/15/2024 9:27 AM
8	PrairieCat should focus on transitioning to a different ILS and figure out what it would take to do it (besides the money.)	10/15/2024 8:59 AM
9	Sierra as an ILS is severely lacking. There are so many functions unavailable. It constantly has issues with slowness and shutting down randomly. If I could change anything about PrairieCat it would be the ILS.	10/15/2024 8:58 AM
10	The Delegates meetings are too far away. Two hours is a bit of a drive for a lot of people. The attendance requirement should include Zoom meetings.	10/14/2024 2:12 PM
11	Keeping membership fees affordable to attract libraries to join PrairieCat, and to keep current member libraries to changing their membership levels.	10/14/2024 1:52 PM

Q29 Please provide any final comments related to PrairieCat's progress on the strategic plan here.

Answered: 5    Skipped: 75

#	RESPONSES	DATE
1	Well done!	10/29/2024 11:32 AM
2	I am new to PrairieCat so have not had as much experience and do not have a lot of feedback at this time. I mostly just hate Sierra and the lack of capability compared to Polaris. I think I need to get better used to Sierra before offering feedback.	10/21/2024 1:20 PM
3	Thanks for all of your hard work and dedication to members.	10/15/2024 12:08 PM
4	The staff that work for PrairieCat are the most amazing group. I have never had a question go unanswered. I have never had a concern disregarded. The amount of work that everyone over there does is tremendous.	10/15/2024 8:58 AM
5	N/A	10/14/2024 1:52 PM