

Mission	Adding value through collaboration
Purpose	To increase members' efficiencies and savings
Vision	Libraries will be sustainable and relevant through the changing twenty-first century landscape
Values	Collaboration Efficiencies and Savings Responsiveness Transparency

Library Connection, Inc.
Strategic Plan 2018—2021
Goals, Strategies, and Outcomes

Program Goal: LCI members will achieve cost savings and efficiencies

Strategies:

- Facilitate collaboration, resource sharing, and partnering among members
- Provide high quality products and services that provide savings to members
- Develop solutions that address member needs and challenges

Outcome:

- Members will achieve greater value of products and services from LCI

Operations Goal: Operations will maximize efficiency and effectiveness

Strategies:

- Ensure leadership transitions are smooth
- Align LCI staffing with member services and pricing model
- Adopt current technology as appropriate
- Seek partnership opportunities to increase efficiencies

Outcomes:

- LCI staff maintains effective operations, even when there is a leadership transition
- LCI staff delivers member services on time, efficiently and effectively
- Technology is current and meets member needs
- Potential partnerships are explored and established where mutually beneficial

Governance Goal: LCI's board will provide fiduciary and strategic guidance to achieve mission

Strategies:

- Provide ongoing policy, planning, personnel, fiduciary, and evaluation function
- Identify an optimal governance structure to best meet the needs of the members
- Governance documents will be updated to reflect any new governance structures and processes

Outcomes:

- An effective and efficient governance function
- Implementation of mechanisms to solicit and incorporate member input/feedback into governance and operations functions
- Governance documents which reflect current governance structures and processes

Sustainability Goal: Achieve long-range financial stability

Strategies:

- Complete a member services study and implement findings to maximize revenues
- Retain current and attract new members toward increasing cost efficiencies

Outcomes

- LCI will have a reliable income stream that supports operations and maintains financial reserves
- LCI will have a stable and possibly expanded membership