



CARLI

NEW DIRECTORS' INSTITUTE

February 10-12, 2021

CARLI is a membership organization representing 127 academic and research libraries in Illinois

Formed in 2005

Three organizations came together to improve efficiency and to provide new opportunities for collaboration:

- Illinois Cooperative Collection Management Program (ICCMP)
 - Illinois Digital Academic Library (IDAL)
- Illinois Library Computer Systems Organization (ILCSO)

Mission

The Consortium of Academic and Research Libraries in Illinois empowers Illinois academic and research libraries to create and sustain a rich, supportive, and diverse knowledge environment that furthers excellence in teaching, learning, research, and innovation in order to serve students, faculty, and researchers. As a collective, CARLI adds value to member libraries of all types, sizes, and missions by sharing costs, collections, expertise, programs, products, and services.

Values

Careful stewardship of all CARLI resources

Cooperation and engagement among academic and research libraries

Responsiveness to member needs

Commitment to intellectual freedom, privacy, security of library records, library standards, and open access to information resources

Advocacy for academic and research libraries at the local, state, regional and national levels

Innovation in identifying and implementing collaborative solutions to shared challenges

CARLI 2022 Strategic Plan

THE CARLI 2022 STRATEGIC PLAN plan outlines our organization's aspirations and defines our understanding of the consortium's focus as we move towards the fifteenth anniversary of CARLI on July 1, 2020, and the fortieth anniversary of resource sharing among Illinois academic libraries in 2020. During this time, CARLI will be focused on providing excellence and leadership, and on providing services at scale when value can be achieved.

Our member libraries have been supporting academic achievement for decades. The power of the collaborative articulated in this plan is one that knits together value, expertise, solutions, and engagement, so that member libraries can concentrate on local initiatives and services.

We are grateful to all who have contributed to the development of this plan, including the CARLI member library staff who provided their feedback. The exercise of compiling the plan was tremendously positive for the organization. It allowed us to take time to discuss priorities and expectations, challenges and accomplishments, and to set our sights on how we would like CARLI to look in the future.

Anne Craig
CARLI Senior Director
December 6, 2019

MISSION

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VALUES

CAREFUL STEWARDSHIP of all CARLI resources

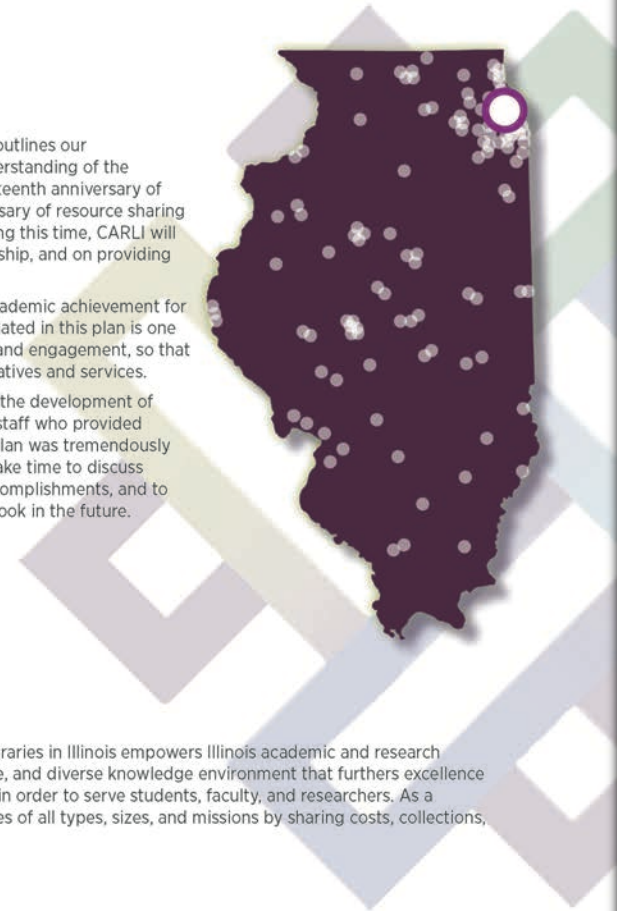
COOPERATION AND ENGAGEMENT among academic and research libraries

RESPONSIVENESS to member needs

COMMITMENT to intellectual freedom, privacy, security of library records, library standards, and open access to information resources

ADVOCACY for academic and research libraries at the local, state, regional, and national levels

INNOVATION in identifying and implementing collaborative solutions to shared challenges



[https://www.carli.illinois.edu/
about/priorities](https://www.carli.illinois.edu/about/priorities)

129 member libraries

- **Governing members: 127**
 - All public universities: 13
 - All community colleges: 39
 - Private, research, & special: 75
- **Affiliates (for-profit institutions): 2**

*Our newest Governing Member:
Institute for Clinical Social Work*

**CARLI member libraries serve 90%
of Illinois higher education students,
faculty and staff.**



FY21 GOVERNING members:

- Annual membership fees (includes 10% reduction for FY21)
 - Minimum: \$1,706
 - Maximum: \$11,384
- Not-for-profit institutions
- Vote for board members
- Eligible for all services
- Staff may serve on committees

FY21 AFFILIATE members:

- Annual membership fee: \$590 (includes 10% reduction for FY21)
- Eligible to participate in CARLI email discussion lists
- May attend CARLI workshops, training events, and forums

UNIVERSITY OF ILLINOIS SYSTEM

URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

CARLI is a unit of the University of Illinois System Offices under Executive Vice President and Vice President for Academic Affairs, Dr. Barbara Wilson

- CARLI employees are University of Illinois System employees
- University of Illinois System Offices provides:
 - Staff salaries, benefits
 - HR and legal counsel support
 - Purchasing, licensing and contracting support
 - Desktop computer support and network services
- CARLI is bound by the rules and regulations of the University as a state funded institution
 - Purchasing, procurement and auditing
 - Competitive bidding
 - Recruitment and personnel policies

As a unit of the University of Illinois System Offices, the Consortium of Academic and Research Libraries in Illinois (CARLI), asserts that it is a vibrant and outstanding example of public good, scalable solutions, and a model for leveraging the full resources of the University, as aspired to in the University's 2016-2026 Framework, cited below:

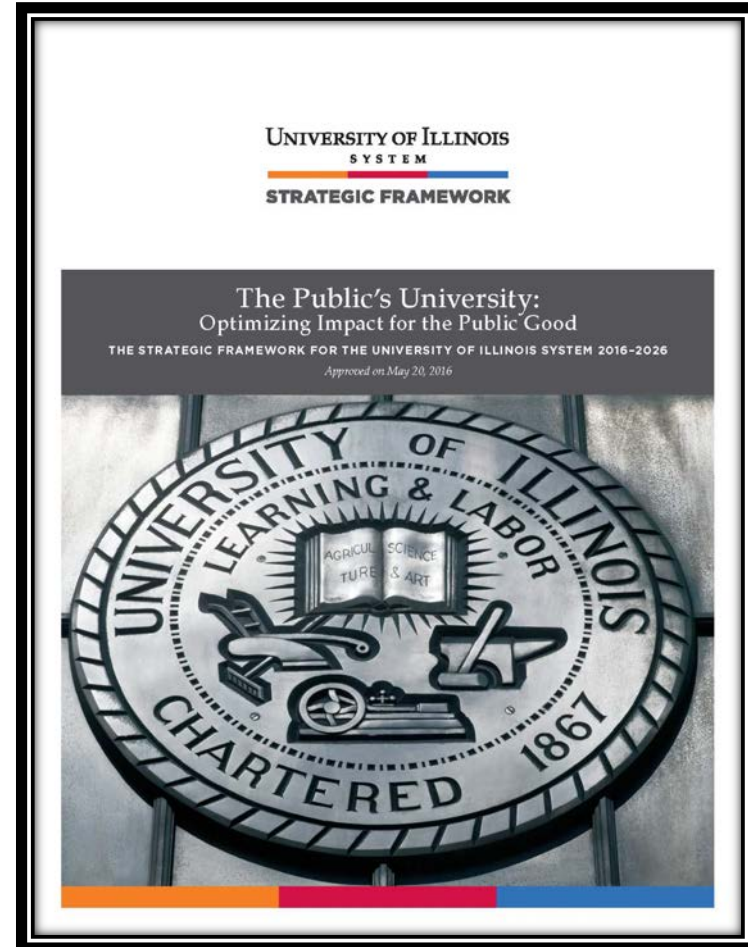
“The University of Illinois System reaffirms the central role that education and higher education in particular can play in *promoting the public good for the entire State of Illinois* and beyond.

“This framework is designed to unleash the collective potential of our institutions and our geography, creating an array of reforms and *solutions that are scalable* and replicable elsewhere...”

-Introduction

“*Develop information and tools that make the full resources of the University* (e.g., courses, research opportunities, service-learning experiences, information and data) *accessible to students* so that we become a next-generation model for the distributed public university system.”

-Pillar I.1.



CARLI Host Institution Agreement

between

**The Board of Trustees of the University of Illinois System and
The Consortium of Academic and Research Libraries in Illinois**

This CARLI Host Institution Agreement ("Agreement") between the Board of Trustees of the University of Illinois System ("ILLINOIS") and the Consortium of Academic and Research Libraries in Illinois ("CARLI") sets forth the terms by which ILLINOIS serves as Host Institution to CARLI.

Background

A. CARLI is a voluntary, unincorporated association of primarily academic (publicly and privately funded institutions of higher education) and research libraries in Illinois. CARLI's mission is to empower Illinois academic and research libraries to create and sustain a rich, supportive, and diverse knowledge environment that furthers excellence in teaching, learning, research, and innovation in order to serve students, faculty, and researchers. As a collective, CARLI adds value to member libraries of all types, sizes, and missions by sharing costs, collections, expertise, programs, products, and services.

CARLI's financial support is derived from a combination of sources, including but not limited to financial support from ILLINOIS, membership fees and assessments for optional services and third-party support through grants, contracts, charitable contributions and gifts

Consortium of Academic and Research Libraries in Illinois Bylaws

Adopted December 2006

Revised by Vote of the Membership June 2008

Revised by Vote of the Membership December 2009

Revised by Vote of the Membership May 2019

1. Organization.

The name of this organization shall be The Consortium of Academic and Research Libraries in Illinois (hereinafter referred to as CARLI or “The Consortium”). CARLI is an unincorporated association, with the University of Illinois acting in the capacity of fiscal and contractual agent under a Host Institution Agreement with CARLI.

2. Mission.

The Consortium of Academic and Research Libraries in Illinois empowers Illinois academic and research libraries to create and sustain a rich, supportive, and diverse knowledge environment that furthers excellence in teaching, learning, research, and innovation in order to serve students, faculty, and researchers. As a collective, CARLI adds value to member libraries of all types, sizes, and missions by sharing costs, collections, expertise, programs, products, and services.

3. Membership.



CARLI

Consortium of
Academic and Research
Libraries in Illinois



Your
organization
signed

CONSORTIUM OF ACADEMIC AND RESEARCH LIBRARIES IN ILLINOIS (CARLI)

MEMBERSHIP AGREEMENT

REVISED – 2012

Updated 12/2019

The mission of CARLI is to lead Illinois academic libraries to create a rich and diverse knowledge environment that furthers teaching, learning, and sharing of collections, expertise, and programs.

CARLI membership does not replace an institution's obligation to maintain its own collections, staff, and technological infrastructure, in order to meet the teaching and research needs of its students, faculty, staff, and other principal constituents. The institution retains autonomy over its staff, operations, and budget. However, the institution agrees to collaborate and commit to the Consortium. In consideration of the institution's agreement, the institution agrees:

- To abide by the Bylaws of the Consortium of Academic and Research Libraries in Illinois and the common policies, protocols, rules and regulations of the Consortium.
- To assume and pay promptly any and all financial obligations for the institution's participation in services offered through the Consortium.
- To act in accordance with all terms and conditions of the Consortium's Bylaws, CARLI and its business and contractual agent, the University of Illinois member libraries, and to accept responsibility for the actions of the institution related to such agreements.

Membership in CARLI is effective upon execution of this agreement. Annual renewal of membership requires the completion of an online membership certification questionnaire and payment of a membership fee. Membership renewal is effective on July 1 and is in effect until June 30 of the succeeding year, unless notification of a change in membership category or intent to terminate membership is received, as specified in the Bylaws (<https://www.carli.illinois.edu/sites/files/Bylaws.pdf>).

Acceptance of CARLI Membership Agreement

As a representative of the institution legally authorized to execute agreements and contracts and to financially obligate the library named below, I agree by signing this document that the institution will abide by all of the terms and conditions stated in this agreement for membership in CARLI.

Accepted By:

Accepted By:

Name of Institution:

Anne Craig

Senior Director

Name of Library:

Consortium of Academic and Research
Libraries in Illinois (CARLI)

Signature:

Date:

Print Name:

Print Title:

CARLI DIRECTORS' RESPONSIBILITIES

- Signing the CARLI Membership Agreement, and, if applicable, the CARLI I-Share Participant Institution Agreement, within the organizational framework of approving contractual agreements of the institution. Once signed, these agreements remain in effect until terminated.
- Ensuring library compliance with the terms and conditions of the CARLI Membership Agreement, and, if applicable, the CARLI I-Share Participant Institution Agreement.
- Designating an I-Share Liaison (for participating libraries).
- Providing timely notification of any intention to terminate agreement(s), as outlined therein.
- Serving as the institution's voting representative for CARLI Board elections and Bylaws revisions.
- Keeping all contact/liaison names and information up to date with CARLI.
- Ensuring all CARLI communications are distributed to staff and campus/governing authority officials, as appropriate.
- Serving on the CARLI Board of Directors, if elected or appointed.

2020-21 CARLI BOARD OF DIRECTORS

Name	Constituency	Term	Institution
Fred Barnhart	Public Universities	2020-2021	Northern Illinois University
Spencer Brayton	Community Colleges	2019-2022	Waubensee Community College
Anne Craig	Ex Officio		CARLI
Rebecca Donald	Private Institutions	2018-2021	Trinity International University
Karen Janke	Private Institutions	2019-2022	Erikson Institute
Jacob Jeremiah	Community Colleges	2020-2023	Oakton Community College
Tammy Kuhn-Schnell	Ex Officio		Lincoln Land Community College
Taran Ley, Chair	Public Universities	2020-2023	Southern Illinois University School of Medicine
Greg McCormick	Ex Officio		Illinois State Library
Rob Morrison	Private Institutions	2020-2021	National-Louis University
Matt Ostercamp	Private Institutions	2020-2023	North Park University
Pattie Piotrowski	Public Universities	2019-2022	University of Illinois at Springfield
John Pollitz	Public Universities	2018-2021	Southern Illinois University Carbondale
Sharon Silverman	Community Colleges	2020-2021	City Colleges of Chicago
Frances Whaley	Community Colleges	2018-2021	Kishwaukee College

Elections

- March 2021 call for nominations; watch your email!
- You can self-nominate
- Terms follow fiscal year (July 1-June 30)

WHY be on the CARLI Board of Directors?

- The consortium is stronger when all libraries leverage their strength
- Only you can shape CARLI
- It's your responsibility to be part of the organization (we are YOU!)
- Get inspired
- Learn about other schools' students (they may be yours someday)
- We need you!

- New initiatives, especially considering COVID-19
 - How to support members in need
- I-Share: new questions and considerations
 - Assessments recalculations
- Board/committee liaisons and reshaping the committees
- Consortially sharable e-books
- Shared institutional repository
- Continue to move to services hosted remotely or in the cloud



Board Committees

- Executive Committee
- Finance Committee
- Personnel Committee
- Program Planning Committee

Standing Committees

- Collection Management Committee
- Commercial Products Committee
- Created Content Committee
- Instruction Committee
- Open Educational Resources Committee
- Preservation Committee
- Public Services Committee
- Resource Sharing Committee
- Technical Services Committee



Anne Craig, Senior Director

MEMBERSHIP AND COMMUNICATIONS

Margaret Chambers, Director, Membership and Communications

- Michelle Haake, Senior Coordinator, Membership & Communications
- Ed Schell, Web Developer
- Nicole Swanson, Senior Coordinator, Library Services & Outreach

BUSINESS AND FINANCE SERVICES

Diane Day, Fiscal Officer

- Tim David, Delivery Program Administrator/Accountant
- Katrina Little, Account Associate

COLLECTIONS SERVICES

Elizabeth Clarage, Director, Collections Services

E-RESOURCES

Jenny Taylor, Assistant Director, Electronic Resources

- Nicole Ream-Sotomayor, Senior Coordinator, Electronic Resources

SYSTEMS SERVICES

Gordon Fellows, Assistant Director, System Services

- Chris Delis, Application Support Specialist
- Jessica Gibson, Senior Application Support Coordinator
- Todd Pavlik, Data Coordinator
- Chris Saunders, Database Specialist
- Bradley Woodruff, Library Application Support Consultant

USER SERVICES

Kristine Hammerstrand, Director, User Services

- Debbie Campbell, Senior Coordinator, Library Services
- Denise Green, Senior Coordinator, Library Services
- Amy Maroso, Senior Digitization Coordinator
- Jennifer Masciadrelli, Senior Project Management Coordinator
- Adrienne Radzvickas, Library Systems Coordinator
- Ted Schwitzner, Senior Library Services Coordinator
- Emily Wros, Graduate Assistant

- Centralized services
 - I-Share (Alma/Primo VE)
 - OpenAthens (supported until June 30, 2023)
 - CARLI Digital Collections
- E-resources
 - Subsidized core electronic resources
 - Database brokering
 - Perpetual access acquisition
(subsidized and one-time purchase)
- Training and continuing education
- Physical delivery service

CARLI SUPPORTS ITS MEMBERS!

VALUE OF CARLI TO MEMBER LIBRARIES: AN OVERVIEW

<i>When a member pays</i>	The member will receive
<i>Membership Fee</i>	<ul style="list-style-type: none">• Continuing education• EBSCO databases (and other at-no-cost content)• CONTENTdm (CARLI Digital Collections)• OpenAthens through June 30, 2023 (new subscriptions for I-Share members as of 1/1/21)
<i>I-Share Assessment</i>	<ul style="list-style-type: none">• I-Share
<i>Discretionary purchases</i>	<ul style="list-style-type: none">• Subscription e-resources and databases (no surcharge)
<i>No member pays</i>	<p>ILDS Illinois Library Delivery Service</p> <p>Paid for by grant from SOS/ISL</p>



CARLI REVENUE SOURCES FY21

	FY2020	FY2021	change	
University of Illinois (State of IL appropriation)	\$3,709,800	\$3,524,292	\$(185,508)	-5%
Membership Fees	\$449,278	\$402,613	\$(46,665)	-10%
I-Share Assessments	\$1,727,731	\$1,785,312	\$57,581	3%

Pass-through revenue	FY2020	FY2021	change	
Subscriptions to databases <i>estimated for FY21</i>	\$15,000,000	\$14,400,000	\$(600,000)	-4%
ILDS (Illinois Library Delivery Service) (IL State Library grant) <i>estimated for FY21</i>	\$822,000	\$846,000	\$24,000	3%

Approximately \$4.3 million kept in reserve fund

Part 1: I-Share Planning

- Reserve and build on an amount equal to the Ex Libris Alma/Primo VE one-time migration and implementation fees (\$2,346,325), with a 1.5% annual increase beginning in FY20.

Part 2: CARLI Operating Reserves

- Reserve and build on an amount equal to six months of the state appropriation to CARLI

- Ensure that CARLI members have at least **24 months' notice** for their individual fee/assessment rates.
- **Recalculate rates every three years** to avoid drastic changes in rates.
- Use **data that are easily obtainable** from reliable sources.
- **Buffer members' increases** with escalating periods to reach any new amount gradually.

Charged with setting a new formula for rates for I-Share for FY25-27

Goal of producing a proposal for the CARLI Board of Directors for their June 2021 meeting.

Members:

- Fred Barnhart, Northern Illinois University
- Karen Janke, Erikson Institute
- Jacob Jeremiah, Oakton Community College
- Tammy Kuhn-Schnell, Lincoln Land Community College
- Dennis McGuire, Columbia College Chicago
- Thomas Teper, University of Illinois Urbana-Champaign

CARLI Staff:

- Margaret Chambers
- Anne Craig
- Tim David
- Diane Day
- Kristine Hammerstrand

**All Membership Fees and I-Share Assessments,
FY19-FY24, are on the CARLI website:**

<https://www.carli.illinois.edu/sites/files/files/MembershipFees.pdf>

<https://www.carli.illinois.edu/sites/files/files/I-ShareAssessments.pdf>

I-Share is the most valued service

- I-Share libraries could not operate an ILS for a similar cost when considering the staff, software, hardware, staff education
- Resource sharing benefits impact all Illinois residents
- The power of the shared catalog means that our faculty, staff and students can take advantage of collections throughout the state, delivered in a couple of days
- Familiarity with I-Share among the student population means that transferring students enter new schools with an advantage



CARLI
I-Share

We did it!



Identity management

We can connect to existing organization directories or create accounts within OpenAthens.

[Learn more >](#)



Only one sign in

Our platform creates a session that allows the end-user to move from resource to resource without re-entering their details.

[Learn more >](#)



Statistics and insights

We collect data and show you what users are engaging with. Our comprehensive stats provide better insights into how information is accessed.

[Learn more >](#)



Access management

We deliver access management for publishers, platforms and applications.

[Learn more >](#)



Leave the difficult stuff to us

We provide federated access management and integrate with other systems including Shibboleth.

[Learn more >](#)



Peace of mind

OpenAthens is a fully hosted and supported service with comprehensive documentation.

[Learn more >](#)



CARLI | COUNTS

Analytics and Advocacy for Service Development

Year 3

CARLI Supports 7 Librarians for OEN's Certificate in OER Librarianship Program

2021 Recipients:

- Amber Burtis, Southern Illinois University Carbondale
- Denise Cote, College of DuPage
- Cari Didion, Governors State University
- Cathy Galarza-Espino, Morton College
- Lily Morgan, Governors State University
- Christina Norton, Bradley University
- Dee Anna Phares, Northern Illinois University



**Open Education
Network**

E-BOOKS PURCHASES FOR ALL GOVERNING MEMBERS

- Full-text access to 3000+ **Wiley Online Books** published between the years 2017-2021
- Full-text access to the **Oxford Scholarship Online** ebooks published between 2018-June 2021
- All titles available for **18 Partner Presses on the University Press Scholarship Online** platform
 - Features:
 - Unlimited access for CARLI members through June 30, 2021
 - May be used as course materials or for course reserves
 - Direct links may be embedded into course management systems
- July 2021: CARLI will purchase ebooks from Wiley, Oxford University Press, and the 18 Partner Presses based upon consortial usage data
- CARLI Governing Members may purchase from these publishers, from July 2021 - June 2023, at the rate negotiated for the CARLI agreement

Program Purpose:

to make it possible for CARLI members to expand and enhance their library collections with both subscription and perpetual access to electronic resources in a more efficient and affordable manner

- **Most widely used service (121 libraries FY21)**
- **Approximately \$16 million in 2021**
- **Great prices: bargaining power of 127 libraries**
- **Straight pass-thru cost ~ no surcharge**

ALL GOVERNING MEMBER LIBRARIES E-RESOURCES AT NO COST, FY21

EBSCO: Academic Search Complete

EBSCO: Business Source Elite

EBSCO: Consumer Health Complete

EBSCO ERIC

EBSCO Health Source: Consumer Edition

EBSCO Health Source: Nursing/Academic Edition

EBSCO MAS Ultra: School Edition

EBSCO MasterFILE Premier

EBSCO Military and Government Collection

EBSCO Newspaper Source

EBSCO Primary Source

EBSCO Professional Development Collection

EBSCO Regional Business News

Mary Ann Liebert Journals (2005-2010 content only)

Harper's Weekly, 1857-1912

Illinois Digital Sanborn Maps

Saskia Digital Fine Art Images

Springer Medicine eBook Collection, 2005-2010

Cambridge University Press: Historical Statistics of the United States

Sage E-Journal 2007 Deep Backfile

ProQuest ebooks (2014-2018 project)



- Successful completion of the migration to the CONTENTdm responsive website on October 16, 2020
- 312 collections provided by 47 different institutions

The screenshot displays the CARLI Digital Collections website. At the top left is the logo, which consists of a colorful geometric pattern of squares followed by the text "CARLI Digital Collections". Below the logo, there are two navigation links: "CARLI Digital Collections Home" and "All Collections". The main content area features a "Features" section with a central image of two young women in white uniforms, one of whom is holding a small object. Below the image is the text "Archive Collection" and "Prairie State College". Navigation arrows are visible on either side of the image, and a series of small dots at the bottom indicates the current slide in a sequence. Below the "Features" section, there are two columns of links. The left column, titled "Collections", contains links for "By name" and "By topic". The right column, titled "More", contains links for "About the Collections" and "For Member Libraries".



- Collaborative venture among ISL, CARLI, CPL, & UIUC
- CARLI staff support REPOX harvester
- IDHH currently contributing 380,000 metadata records from:
 - CARLI:
 - CARLI Digital Collections plus
 - DePaul University, Illinois State University, Northern Illinois University, University of Illinois Urbana-Champaign
 - Illinois State Library's Illinois Digital Archives
 - Chicago Public Library
 - Madison Historical

DPLA information page for CARLI members:

<https://www.carli.illinois.edu/products-services/contentdm/dpla>

IDHH DPLA portal at <https://idhh.dp.la/>

STATE CAPITOL,
SHOWING LINCOLN STATUE,
SPRINGFIELD, ILL.



Search the collection

Search

[Learn more about Illinois Digital Heritage Hub](#)

A Gateway to Illinois State History

The Illinois Digital Heritage Hub brings together unique digital cultural heritage resources from across Illinois. Explore collections immense in volume and rich in historical detail, including photographs, manuscripts, books, audio recordings, and videos. Established in 2015 by four institutions, the Chicago Public Library, the Consortium of Academic and Research Libraries in Illinois, the Illinois State Library, and the University of Illinois at Urbana-Champaign Library, the content of the IDHH is made possible by a network of more than 150 partners from across the state, including dozens of institutions providing content through the Illinois Digital Archives and [CARLI Digital Collections](#).

Illinois History

Century of Progress

Chicago's second world's fair celebrated the city and the nation's future, 1933-1934

Cherry Mine Disaster

1909 deadly mining disaster spurred Illinois to create stronger mine safety legislation

Civil Rights

Activism for voting rights, integration, and equal wages



CARLI partnered with other library consortia to create the Professional Development Alliance

- No-cost opportunities
- Several every month
- On our CARLI calendar
- CARLI records its sessions
- Eager for your suggestions!

CARLI's upcoming PDA offering:

- February 16, 2021, 10-11 a.m.
Harriett Tubman
Kathryn Harris, Retired Director,
Abraham Lincoln Presidential Library
& Museum

**See the CARLI event calendar
for all PDA events!!!**

At their September 18, 2020, meeting, the CARLI Board of Directors approved two proposals.

End the practice of I-Share libraries charging:

- 1. overdue fines for their main circulating collections and**
- 2. processing fees for any lost materials**

- These policy changes cover both I-Share resource sharing transactions and "local" circulation to patrons affiliated with the institution.
- At the discretion of the institution, overdue fines may still be assessed to local patrons late in returning limited access collections such as reserves, equipment, and other special materials
- Libraries may still bill any patron for the replacement of lost materials but may not charge an additional processing fee.
- Policy changes are mandatory for I-Share libraries, but all CARLI Governing Member institutions are encouraged to adopt them.

Statement on the Importance of a Director in Charge of the Academic Library

- Available on CARLI's website:

<https://www.carli.illinois.edu/sites/files/files/CARLIStatementImportanceofDean-or-Director.pdf>

Fiscal Year 2021 CARLI Research Funding Program

Projects awarded funding:

- **Caring for the Library Outsider: a Pedagogy of Care for Academic Librarians**
 - Rebecca Donald, Trinity International University
- **Zotero Promotion and Support: Promote Best Practices and Enable Integration**
 - David Stern, Saint Xavier University

The CARLI Scholarship:

- Provides financial assistance to current employees of **CARLI Governing Member Libraries**
- Employees pursuing graduate studies leading to a Master's Degree in **Library and Information Science at the University of Illinois at Urbana-Champaign**

<https://www.carli.illinois.edu/give>

Delivery and quarantining

- Working with IHLS/RAILS, ISL, ILA, CPL
- Systems and ISL are watching the REALM report



- Email lists: <https://www.carli.illinois.edu/email-lists>
 - Website: <https://www.carli.illinois.edu/>
 - CARLI Support Email: support@carli.illinois.edu
 - Toll-free phone: (866) 904-5843
-
- Monthly Newsletter
 - Directors' Updates emails
 - Annual “Value Letter” for each member
-
- Board / Committee / Task Force: minutes available
 - CARLI Calendar: registration info listed ASAP
 - System Status Updates on homepage
 - ILDS satisfaction survey—every January



CARLI

Consortium of
Academic and Research
Libraries in Illinois

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Anne Craig

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