

## Interlibrary Loan Department Issues for Retreat Planning

The following issues are of importance to Interlibrary Loan staff:

1. Communication at all levels—improved articulation of library mission and how we each fit into the library's overall goals. More frequent communication from leadership regarding progress toward goals and problems or issues affecting the achievement of those goals. (Such as a monthly management report)
2. Training all staff in the basic functions of each department so that questions can be properly referred
3. Adequate funding to purchase additional scanners, pcs or any other necessary equipment
4. Adequate time, funding, and opportunities for training that will enhance job performance
5. Enhancement of salaries for classified staff in order to attract and retain superior employees