



## DIRECTOR & STAFF ACTIVITY REPORT

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### SEPTEMBER 2017

As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, one theme continues to surface: our organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and mitigate geographical barriers to communication between our 518 member agencies.

### ADMINISTRATIVE STAFF ACTIVITIES

#### COMMUNICATIONS

**Goals: Effective and efficient communication with IHLS stakeholders, rebranding and advocacy.**

- Finalized infographic and other documents for Carla Hayden event at the Rochester Public Library and Howard Buffet at the Forsyth Public Library
- Meetings were held on the rebranding/advocacy project
- Created ads for ILA (Illinois Library Association) and ISLMA (Illinois School Library Media Association) conference programs
- Created new IHLS promotional piece for distribution at conferences
- Researched, created, and ordered several pieces (backdrop, podium, flooring, and swag) for outreach activities like ILA & ISLMA
- Attended WebJunction Webinar: Getting Started with Social Media for Your Library
- Five (5) grants/award opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, IHLS Member Connection, sent on a regular basis to over 2,100 subscribers.



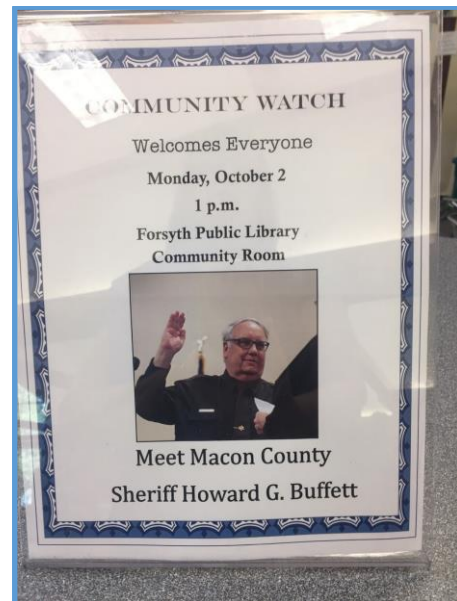
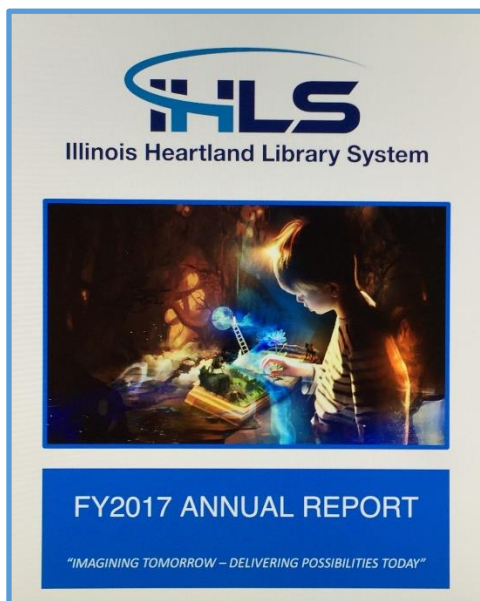
Member  
**CONNECTION**

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

## BOARD SUPPORT

**Goals: Improve communication with and support of board and committees. 100% State and Federal Compliance for IHLS/Board and appropriate IHLS staff. Encourage board participation in applicable continuing education activities.**

- Distribute committee meeting calendar to board
- Coordinate committee meeting dates and schedule on calendar and in L2
- Completed and submitted Annual report on time with an updated format
- Created a video to share highlights of Carla Hayden Rochester public library visit
- Attended Community Watch meeting at Forsyth Public Library with guest speaker Sheriff Warren G. Buffet as advocacy outreach



## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Adrienne Elam, CFO*

Live workshop or online training	Format	# of staff
Getting Started with Social Media for Your Library	Online	1
Excel 2013 Part 1: Create Formulas in a Worksheet	Online	1
Excel 2013 Part 1: Customize Formula Options	Online	1
Excel 2013 Part 1: Insert MIN and MAX Functions in a Worksheet	Online	1
Excel 2013 Part 2: Use COUNT, COUNTA and COUNTIF Functions	Online	1
Excel 2013 Part 3: Evaluate Formulas	Online	1
Use Conditional Functions in Microsoft Excel 2016	Online	1
Concerned Conversations	Online	1
Understanding Financial Statements	Live	1
Cell Phones in the Workplace: A Dangerous Distraction	Online	1

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

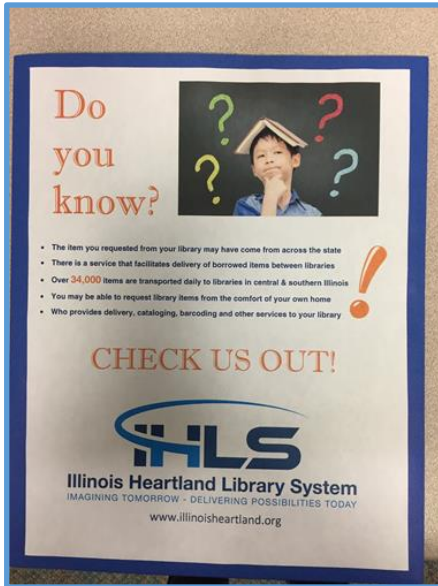
*Submitted by Troy Brown, IT Director*

There are two highlights from the past month that should be pointed out and both involved financial resources. First of all, the Plinkit fund, which had a balance of just over \$41,000 at 30 June, 2017, is in the process of being zeroed out. Finance and IT staff worked together on reasonable solutions for the fund. After much consideration, it was clear that since much of this money was paid in by members, a portion should be refunded back to the members who stayed with the Plinkit program to the end. We decided to refund the entire fee of their final year of participation back to the library. It is anticipated those checks will be sent out in October. Also, funds were used from Plinkit to purchase replacement computers for those that worked on the project. Three laptops were ordered from that fund which helped offset the burden on the general and SHARE funds for the upcoming year.

Second, the office server in our Champaign office had a outage last month, and several days passed where that office had to limp along. They never lost internet access, but access to files and printers were interrupted or very slow at times. The plan was to replace that server this year anyway, and the outage reminded us that sooner might be better than later. A new Dell server was purchased and installed. All functions in the Champaign office are now back to normal. This server should be good for at least five years.

## IT

**Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Support rebranding effort by implementing a new website design to IHLS website.**



- Assist Priorities team with graphic content and technical assistance.
- Install new laptops for three employees.
- Meet with key team members regarding the membership database design and content
- Perform several custom database extracts for SHARE to support member libraries
- Write custom SQL scripts to support SHARE Admin team in their efforts to bring new libraries on board from the Wal-Mart grant

## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Membership and Grants Director*

The Policy and Membership committee met on Monday, September 11<sup>th</sup> for a brief overview of the IHLS Membership.

During September, site visits were made to the following libraries:

Gibault High School

New Athens District Library

On September 20<sup>th</sup>, Ellen Popit attended a Networking Meeting at the Chester Public Library

On September 23<sup>rd</sup>, Ellen Popit participated in a meeting of the Rebecca Caudill Young Readers' Book Award Board of Directors.



## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Joan Bauer, Interim SHARE Co-Director*

Every day, SHARE (Sharing Heartland's Available Resources Equally) staff provide support to the member libraries. Some days – lots of support. Other days can be a little quieter. Common support questions include login/password issues, printer issues, and slowness or no connectivity. The no connectivity is usually related to issues on the member library end, since Polaris is rarely down. However, staff responded quickly to Polaris being down after normal hours September 26. Kudos to IT staff for fixing during the IHLS Board meeting!

Each department has other common questions, with circulation handling hold and patron issues, while bibliographic services answering item and import issues, though this month, weird issues in acquisitions were reported and solved (hopefully). Administrative services are the lucky team since they receive many of the "unanswerable" issues! TEAMS, a Microsoft product, has been implemented to provide further communication and tracking of issues.

The SHARE website was updated to include two boxes on the front page – one that lists the next three months of training, while the other lists the next three months of SHARE meetings.

Bibliographic and Cataloging Standards committee held a meeting on September 15. Discussions were had concerning large print materials, adding Accelerated Reading information to bibliographic records and use of a new local subject heading. The next meeting will be in November, 2017.

E-Resources committee met on September 25. Ryan Johnson will serve as the chair and Jenna Dauer will be the vice-chair. The committee accepted the resignation of Mike Boedicker and are looking for a replacement. The next meeting will be in March, 2018.

### CATALOGING SERVICE FOR SHARE

**Goals: To provide cataloging services for SHARE member libraries, including transitional libraries. Increase the usability of the SHARE database by cleaning up duplicate records and incorrect cataloging, and maintaining authority files in the SHARE database.**

- Staff cataloged 692 items for SHARE member libraries.
- Staff imported 185 \$3 bibs for SHARE member libraries.
- Staff created 24 on order bibs for SHARE member libraries
- Staff cataloged 155 items for new member libraries joining SHARE.
- Staff merged 744 bibliographic records, clean up/corrected 3004 bibliographic records, and corrected/cleanup 5539 item records.
- Items of interest cataloged –
  - Our national parks by John Muir. Boston: Houghton, Mifflin and Co., 1901.
  - Grand Canyon country by M.R. Tillotson and Frank J. Taylor; foreword by Horace M. Albright. Stanford University, California: Stanford University Press, 1929.
- Clean up sometimes feels like a never-ending project. This month, staff continued working with member library staff and item record cleanup, which is removing incorrect volume information from libraries' item records, which causes issues with holds.

## CATALOG TRAINING FOR SHARE MEMBERS

**Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA (Resource, Discovery and Access—the current cataloging practice), AACR2 (Anglo-American Cataloging Rules, 2<sup>nd</sup> Rev.—the previous cataloging practice), OCLC and Library of Congress.**

- SHARE bibliographic services staff taught 6 cataloging related classes, trained two libraries who are joining SHARE, and hosted one Cataloger's Training Session.
- Staff handled over 300 emails and contacts, most asking for clarification or additional information for cataloging certain items.
- Staff also reviewed and imported 180 items for beginning catalogers.

## CATALOGING MAINTENANCE CENTER (CMC)

**Goals: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. To support access to digitized information found in Illinois libraries and at Illinois Digital Archives (IDA) by providing information on formation and content of metadata. Increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.**

- Worked on the training materials and presentation for RDA Copy Cataloging.
- Staff continue editing transcriptions for scrapbooks for the Lombard College.
- CMC staff cataloged 118 items for libraries in Illinois.
- CMC staff created 25 NACO name authority records for improved user access.
- Worked with the Abraham Lincoln Presidential Library on how best to handle updating and adding their newspaper microfilm collection to the SHARE database. Concern was that the bibliographic records in OCLC are for the print version. Since the library will be migrating to CARLI (Consortium of Academic and Research Libraries in Illinois), it was decided to wait until after the migration and then review how best to handle with CARLI.
- Participated in conference call with RAILS (Reaching Across Illinois Library System) concerning options for their member libraries to have items that do not meet the CMC guidelines cataloged at a cost. A survey will be conducted to gauge interest and IHLS staff will continue to work on this project.

## THE MARC OF QUALITY (TMQ)

**Goals: Improve the quality of the SHARE database, thus improving user access to information resources. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing.**

- File was uploaded and holdings were added to OCLC for SHARE members. Review of the reports continues.
- Worked with State Library to ensure accuracy of the translation table, a document that lists SHARE member libraries and their OCLC status.
- Participated in a telephone conference concerning the future of batch loading and OSMOSIS (a third-party software product which aids in the addition and deletion of SHARE member holdings in the OCLC WorldCat database). Planning and discussions will be conducted during the next several months to determine best option to continue the OCLC adds/deletes for SHARE.

## LLSAP (SHARE)

**Goal: Provide an innovative resource discovery, sharing and delivery system.**

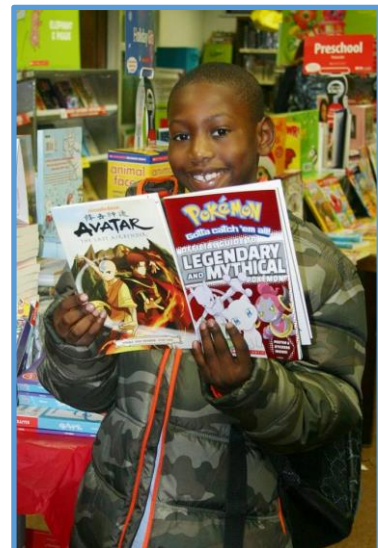
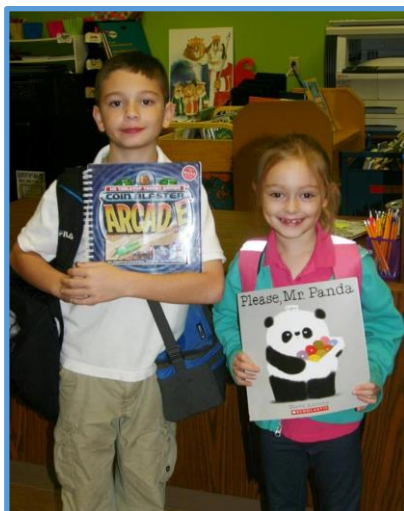
	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<i>Sept - 16</i>	893,619	177,648	61,127	919,900	9,294,272	1,842,936	812,870
<i>Oct - 16</i>	856,619	171,240	56,668	881,243	9,309,983	1,845,810	814,219
<i>Nov - 16</i>	819,181	164,705	52,150	801,306	9,321,947	1,848,249	814,357
<i>Dec - 16</i>	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
<i>Jan - 17</i>	862,751	186,851	52,758	897,795	9,330,945	1,849,837	816,146
<i>Feb - 17</i>	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
<i>Mar - 17</i>	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
<i>Apr - 17</i>	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
<i>May - 17</i>	686,822	152,452	55,730	767,561	9,343,291	1,849,368	809,673
<i>June - 17</i>	774,872	157,431	78,136	713,745	9,354,324	1,848,287	812,667
<i>July - 17</i>	720,641	153,978	60,811	714,687	9,355,933	1,847,100	814,428
<i>Aug - 17</i>	767,106	169,260	55,240	736,681	9,373,712	1,848,210	820,872
<i>Sept - 17</i>	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047

## LLSAP DEVELOPMENT

**Goal: To increase members participating in SHARE.**

- Staff continue to work with new member libraries. This month, visits to Mounds Public Library and Signal Hill Schools helped staff at those locations to start barcoding.
- Staff attended "Go Live" days at Mt. Olive School District and Newton Schools.

**Signal Hill Students will benefit from SHARE membership by having access to over 10,000 library materials.**



## CONTINUING EDUCATION

**Goal: To provide continuing education opportunities as allowed by ISL directive.**

- SHARE staff provided training opportunities in Searching and Matching, Barcoding, Reports, and Serials, as well as Basic and Advanced Circulation.
- The cataloger's training session provided additional information for cataloging using RDA guidelines.

## OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*



Attended Dr. Carla Hayden, Librarian of Congress, along with Congressman Rodney Davis, event at Rochester PL on September 9, 2017. It was amazing to hear both of them speak. We are very fortunate to have been part of this historic event.

Delivery implemented functional five day a week service. What this means is patrons living in a town of 320 will receive the same level of delivery service as a patron living in a town of 50,000. If we have something, it goes whether or not it is the designated day of service. Our Couriers drove over 1 million

miles, equivalent to 2.5 times to the moon and back! We delivered over 4.2 million items, one way...that is an average of over 33,000 items daily!

I attended the "Managing Your Workforce" seminar in O'Fallon, Illinois. This informative seminar was sponsored by Lowenbaum Law. Quick, informative sessions were given on OSHA regulations, social media in the workplace, the latest on National Labor Board rulings and many other pertinent issues.

## DELIVERY

**Goals: Efficient provision of delivery services designed to support resource sharing among IHLS members. Provision of accurate information and educational tools to support delivery. Accurate member library delivery data in L2 (Library Learning)**

- Finished required reports for the FY2017 Annual Report.
- iPads are being used daily to collect statistics including how many tubs of items were delivered and picked up, route listings, and vehicle checklist.





September 2017	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	31,816	13,640	573
Champaign	109,641	28,440	1,541
Edwardsville	111,846	28,960	2,123

