

FY2017 Staff Activities Report – September 2016 Activities

Demonstrating our commitment to the IHLS Plan of Service

This monthly report documents how staff activities are tied to the IHLS Plan of Service. At the beginning of each section is a narrative for each service, followed by the priorities and goals of each department. The number(s) in parenthesis behind an activity reflects which goal(s) it is tied to. Additional activities are those which go above and beyond reaching our Plan of Service goals and demonstrate the hard work and dedication of the IHLS staff.

Administrative Service:

Implementation of three-year plan to improve member services. Assessment and modification of communication paths with all IHLS stakeholders. Continued training and implementation of additional modules in the Abila software.

Administrative Service Priorities

COMMUNICATIONS

Goal:

1. **Goal: Effective and efficient communication with IHLS stakeholders**

Activities tied to goals:

- Held Members Matter meeting.
- Connect with Leslie was held using Adobe Connect.
- Attended Advocacy Training presented by Pat Wagner.
- Worked with Jacob Roskovensky, ISLMA President-Elect, on Saturday ESSA workshop by VTEL at the 3 IHLS offices..
- Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook.
- New grant opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- New discounts were added to the Vendor Discount page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, Moving Forward Together, was sent each week to over 2,100 subscribers.
- Created and sent the monthly newsletter, IHLS Staff Connection, to staff.

Additional activities:

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HUMAN RESOURCES/FINANCE

Goals:

1. **Support and development of IHLS staff**
2. **On time delivery of financial reports**
3. **Continued implementation of Abila financial management software**

4. **Effective and efficient communication with IHLS staff**
5. **Assist Operations department**
6. **Support resource sharing**

Activities tied to goals:

- Conducted three new hire orientations (4)
- Prepared August 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Sheet Reports for IHLS Finance Committee and Board of Directors (2)
- Completed FY2015-2016 Financial Audit with unmodified opinion (2)
- Prepared financial documents for IHLS FY2015-2016 Annual Report submission to ISL (2)
- Conducted and completed IHLS Staff Open Enrollment for benefit insurances (4)
- Generated and processed August 2016 ILDS Project Invoice for RAILS (5)

Additional activities:

- Prepared and processed three payrolls including an additional payroll for cost of living increase retroactive pay.
- Finalized negotiations on FY2016-2017 IHLS Staff health insurance with United Health Care
- Generated and mailed 143 accounts receivable invoices
- Posted 288 accounts receivable cash receipts checks
- Entered 144 accounts payable invoices
- Disbursed 87 accounts payable checks

IT

Goal:

1. **To provide the IT support necessary for IHLS to function efficiently**

Activities tied to goal:

- Ordered and installed Xerox small department machine for the Carbondale delivery area
- Started ordering replacement phones for all of the operations areas. All routes and operations managers will receive a voice flip phone. These phones are \$0/mo and only \$.06/min. The phone we chose was only \$0.99 to purchase. A rugged phone was \$99, and it was decided not to go that direction.
- Finalized setup of Zoom with Polycom H.323 rooms.
- Finalizing changes requested by operations for the iPad delivery project and managers are entering all route information into the new database.
- Looking into adding more bandwidth to Edwardsville office.
- Created specific user listserv for the specials and academics.

Additional activities:

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BOARD SUPPORT

Goals:

1. **Refine process for future board and committee meetings**

2. **100% state and federal compliance for IHLS/Board and appropriate IHLS staff**

Activities tied to goals:

- Continued to streamline processes and was able to get packet to board a week in advance (1)

Additional activities:

- Working with Priorities team and preparing training for managers
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RECORD RETENTION

Goal:

1. Retain and purge materials on an approved schedule

Activities tied to goal:

- N/A

Additional activities:

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GRANT DOCUMENT TRACKING

Goal:

1. Maintain and track all grant documentation and due dates

Activities tied to goal:

- Turned in quarterly report for the ILead Debrief

Additional activities:

- Planning and preparations for IHLS to host ILead Debrief
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NETWORKING

Goal:

1. To make IHLS an active partner in statewide and national initiatives that support enhanced library service

Activities tied to goal:

- Ellen Popit represented IHLS at the three locations that hosted listening tour events for the Every Student Succeeds Act (ESSA)
- A Members Matter session was held on September 6th and attended by approximately 45 people.
- Leslie Bednar and Ellen Popit participated in the Illinois State Library Advisory Council Meeting (ISLAC) held on September 8th.

Additional activities:

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LONG RANGE PLANNING

Goal:

1. Three-year plan

Activities tied to goal:

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Additional activities:

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Bibliographic Access:

As a cornerstone of resource sharing, Bibliographic Access services in FY17 will promote:

- *The availability of bibliographic support in a variety of methods including cataloging and database maintenance for the SHARE Consortium, cataloging training for SHARE members and statewide support through the Cataloging Maintenance Center.*
- *Access to digitalized information found in Illinois libraries and at IDA by providing information on formation and content of Metadata.*

Bibliographic Service Priorities

CATALOGING SERVICE FOR SHARE

Goals:

1. To provide cataloging service for SHARE member libraries
2. To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database

Activities tied to goals:

- Staff cataloged 930 items for SHARE member libraries. (1)
- Staff created 86 on order bibs for SHARE member libraries (1)
- Staff cataloged 818 items for new member libraries joining SHARE (1)
- Staff merged 378 bibliographic records, cleaned up/corrected 2127 bibliographic records and corrected/cleaned up 2065 item records. (2)

Additional activities:

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CATALOG TRAINING

Goal:

1. 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, AACR2, OCLC and Library of Congress

Activities tied to goal:

- Staff conducted a SHARE Cataloger's training session, taught 7 Cataloging-related classes including instructing many new school libraries on Searching/Matching, provided 1 Cataloging in-service session and hosted 1 lively Chat session.

Additional activities:

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CATALOGING MAINTENANCE CENTER

Goals:

1. 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
2. To support access to digitalized information found in Illinois libraries and at IDA by providing information on formation and content of metadata

Activities:

- Staff continue to work with digitized data, transcribing data for Illinois State Archives, Southern Illinois University and Meadville Theological Seminary. (2)
- CMC staff cataloged 142 items for libraries in Illinois (1)
- CMC staff created 6 name authority records for improved user access (1)

Additional activities:

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TMQ (THE MARC OF QUALITY)

Goals:

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

Activities tied to goals:

- OCLC holdings were updated for SHARE member libraries (2)

Additional activities:

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Resource Sharing:

- *Highlight the focus on full participation in resource sharing as required by the revised system standards.*
- *Make a system-wide effort to use multiple channels of communications and formats of continuing education to ensure libraries are familiar with the revised ILLINET Interlibrary Loan Code.*
- *Continue the development of our LLSAP through the promotion the advantages of membership in SHARE. Of particular focus will be a concerted effort to raise awareness and participation from any ILLINET member, regardless of library system affiliation. Additionally, the work to bring transitional members to the point of going live on SHARE will involve a significant amount of staff time and attention.*
- *Continue to enhance and improve services for existing LLSAP members through attention to current practices and policies and being alert to opportunities for improvement that might present themselves during the fiscal year.*
- *Research and review E-Resources that would be beneficial to our stakeholders. E-Resources that are adopted for system use will be promoted throughout the system with the expectation of increased participation.*

Resource Sharing Priorities

LLSAP (SHARE)

Goal:

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

Activities tied to goal:

- **The SHARE eResource Committee began investigating implementing Federated Searching in Polaris, on the PAC, that would allow patrons to search for all resources their library has available (such as Zinio, Gale databases, EBSCO databases, and so on), in one place.**

Additional activities:

- **SHARE staff, at the request of the SHARE Finance/Policy Committee, conducted a SHARE Satisfaction Survey for two weeks in September. The results were generally favorable.**

LLSAP DEVELOPMENT

Goal:

1. **Increase members participating in SHARE**

Activities tied to goal:

- **The SHARE Director was contacted by three ILLINET member libraries outside of IHLS, with questions about joining SHARE.**

Additional activities:

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ILLINET INTERLIBRARY LOAN CODE

Goal:

1. Increase familiarity and compliance with the ILLNET Interlibrary Loan Code

Activities tied to goal:

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Additional activities:

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E-RESOURCES

Goal:

1. Increase familiarity with and utilization of eResources

Activities tied to goal:

- In the month of September, one Cloud Library staff training and two patron events were provided for member libraries with a total of eleven participants.
- Two webinars were scheduled in September to allow IHLS school libraries a chance to view a demonstration of the Zinio for Libraries platform.

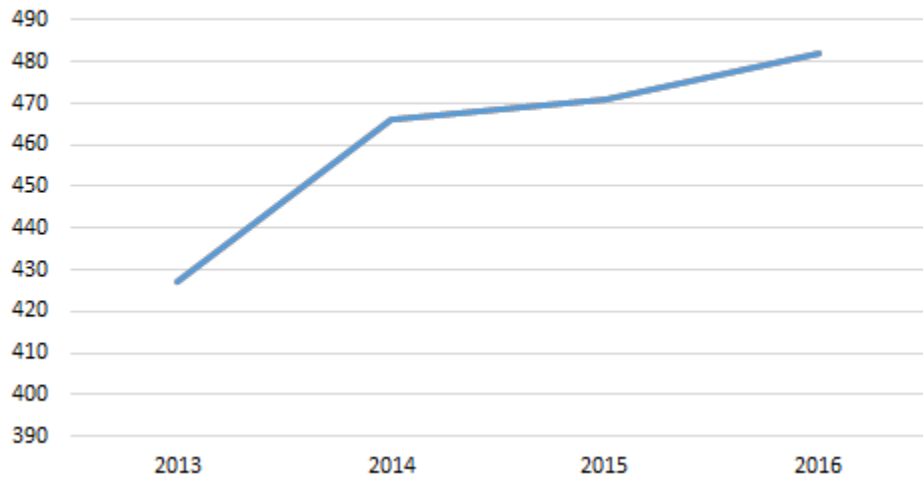
Additional activities:

- The minimum number of school libraries needed to start a Zinio for School libraries consortium was reached. The platform and collection will become accessible in mid-October.
- Over 31,328 items were circulated in the Cloud Library in the month of September. Approximately 1,000 items are being checked out each day.

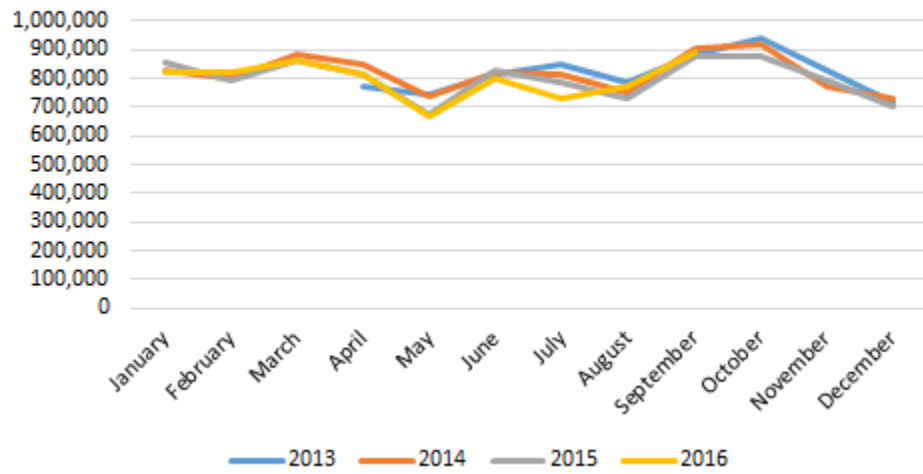
SHARE Statistics

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
July - 16	732,014	147,853	67,944	1,022,861	9,240,186	1,843,617	817,164
Aug - 16	770,064	164,585	60,333	999,263	9,270,779	1,828,926	820,638
Sept - 16	893,619	177,648	61,127	919,900	9,294,272	1,842,936	812,870
Oct - 16							
Nov - 16							
Dec - 16							
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June - 17							

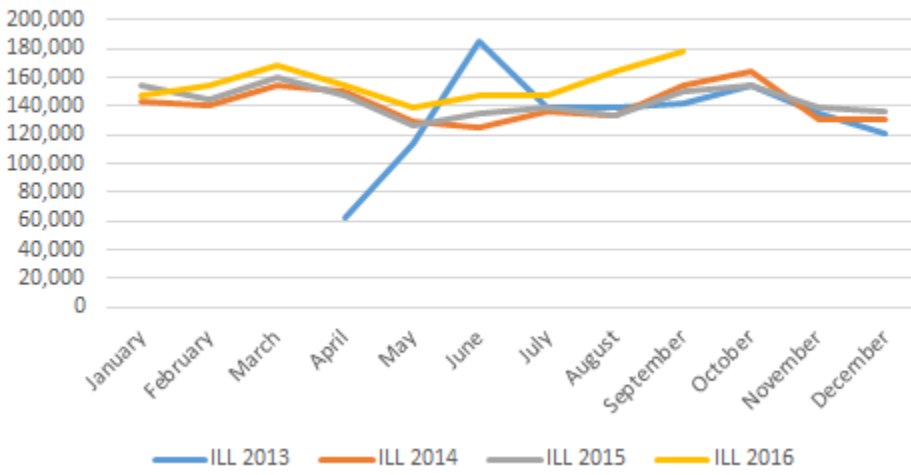
Number of SHARE Member Libraries



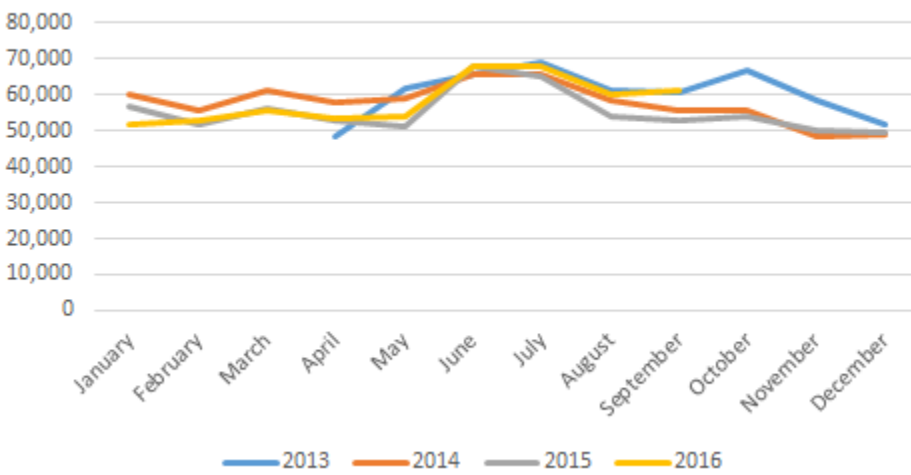
Circulation

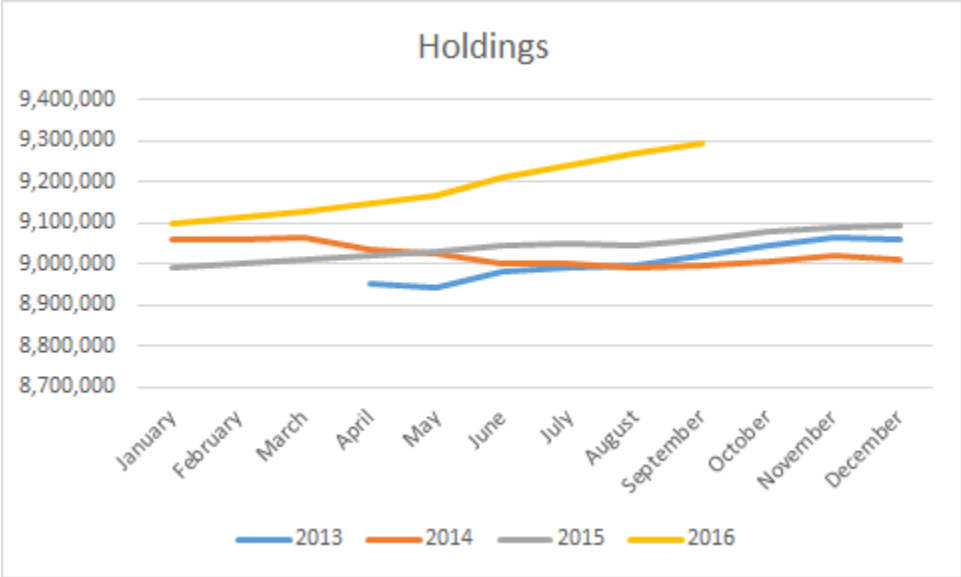
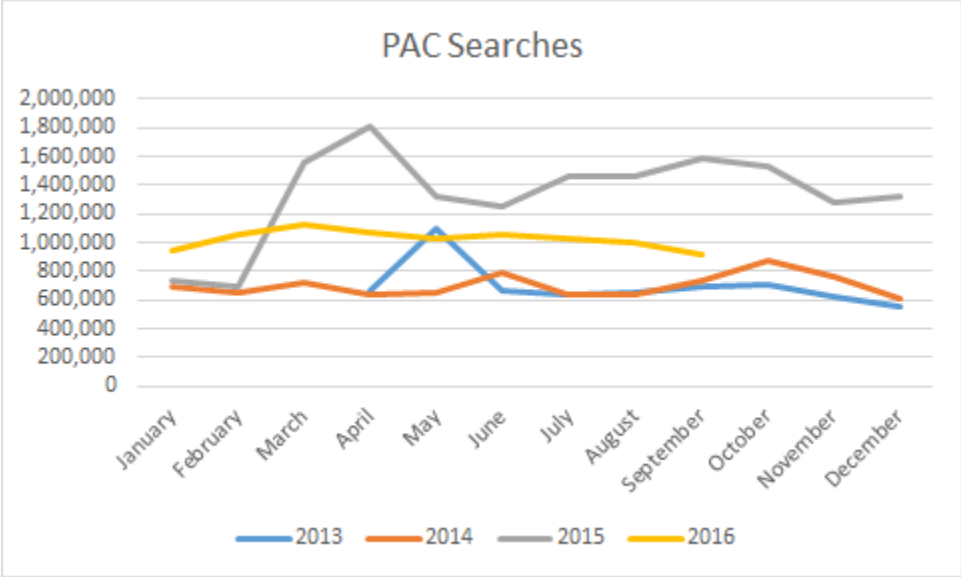


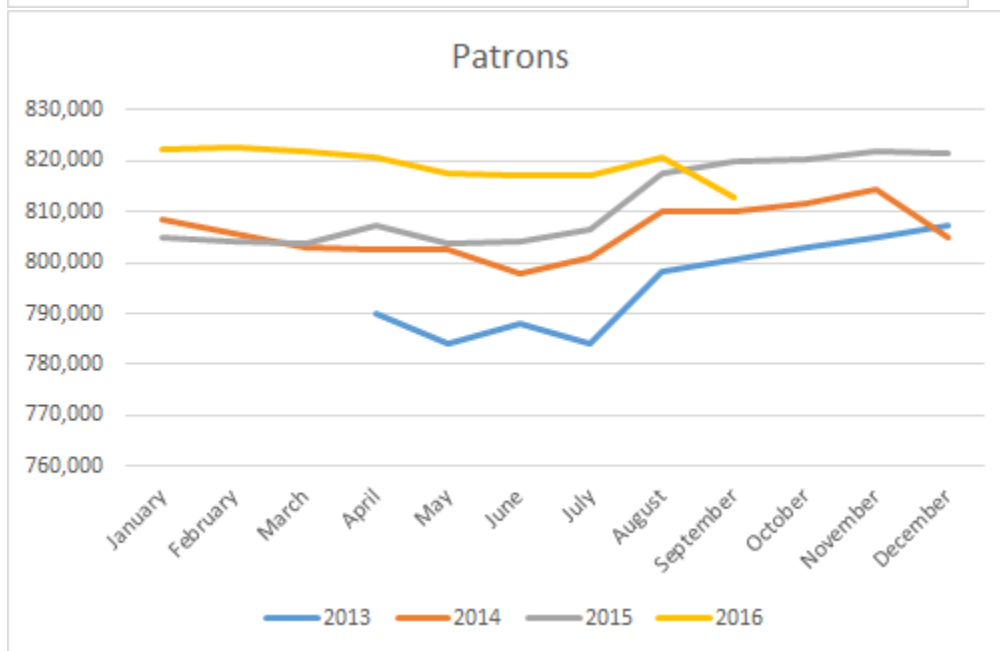
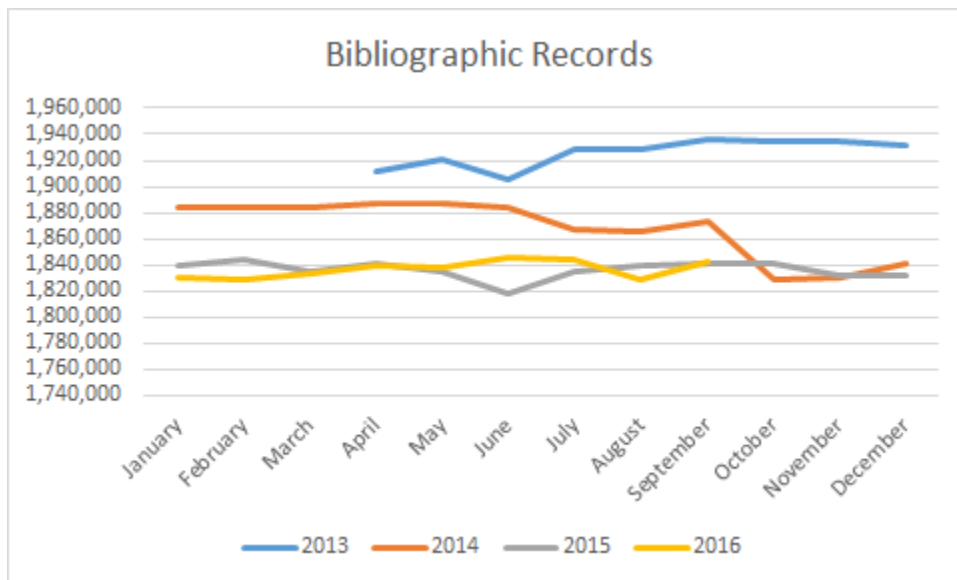
Interlibrary Loan



Reciprocal Borrowing







Consulting and CE:

The value of consulting and continuing education opportunities have been voiced loud and clear by our members for the past five years. As these services begin to grow back, efforts will be designed to:

- *Hit the target of site visits to 20% of our member libraries (102 agencies). Agencies would include public libraries with new directors, struggling school districts and responses to specific invitations from library agencies who would like assistance with understanding and complying with State Statutes and Administrative Rules as well as system bylaws, policies and services.*
- *Support training on the revisions of the ILLINET Interlibrary Loan Code.*

- Continue the development on an annual IHLS Member Day.
- Craft no-cost or cost-recovery continuing education opportunities for our members that comply with ISL directives.
- Encourage member awareness of and participation in regional, statewide and national professional development opportunities as they present themselves.

Consulting and CE Priorities

CONSULTING SERVICES

Goal:

1. To be responsive to the expressed needs of member libraries for consulting services

Activities tied to goal:

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Additional activities:

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CONTINUING EDUCATION

Goal:

1. To provide continuing education opportunities as allowed by ISL directive

Activities tied to goal:

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Additional activities:

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DELIVERY:

The focus of delivery services offered by the Illinois Heartland Library System in FY17 these services will include:

- *Compliance with the recommendations of the Illinois Statewide Delivery Committee.*
- *The availability of 5 day a week delivery using zoned routes and SHARE software.*
- *A revised web presence.*
- *A help desk designed to provide responsive customer service.*
- *Efficient tracking of delivery statistics through the in-house creation of an app that will allow data to be input throughout the day and uploaded on a regular basis.*
- *Please see the Delivery Revenue table at the end of this document.*

Delivery Priorities

DELIVERY SERVICE

Goal:

1. **Efficient provision of delivery services designed to support resource sharing among IHLS members**
2. **Provision of accurate information and educational tools to support delivery**
3. **Accurate member library data in L2**

Activities tied to goals:

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Additional activities:

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Delivery Statistics

September 2016	IHLS LIBRARIES Delivery	IHLS HUB to HUB Delivery	ILDS - CARLI Delivery
Carbondale	59,768	15,409	1,600
Champaign	240,668	28,996	3,372
Edwardsville	263,451	28,174	3,411