

FY2017 Staff Activities Report – November 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 in person at Edwardsville and at 7 additional VTEL sites.
- Connect with Leslie was held using Zoom. Jacob Roskovensky (Charleston High School, President-Elect Illinois School Library Media Association) joined the call to give an update on ESSA (Every Student Succeeds Act).
- Met with design class at local college about logo redesign project.
- Worked on vendor discount/group purchases/trials verbiage.
- 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.
- 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.

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:

- Prepared October 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Sheet Reports (2).

Additional activities:

- Prepared and processed two payrolls.
 - Generated and mailed 175 accounts receivable invoices.
 - Received and posted 189 accounts receivable cash receipts checks.
 - Received and entered 196 accounts payable invoices.
 - Disbursed 100 accounts payable checks.
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IT

Goal:

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

Activities tied to goal:

- Installed Edwardsville office firewall and received demo unit for the colocation facility and SHARE.
 - Troubleshoot with libraries on various network issues causing connectivity issues to Polaris.
 - Finalize changes to the iPad delivery app that Operation staff requested.
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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:

- Provided board with December meeting calendar (1)
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RECORD RETENTION

Goal:

1. **Retain and purge materials on an approved schedule**

Activities tied to goal:

- Stacie & Colleen have started a plan to address record retention. Hopefully to be started in the first quarter of 2017.

GRANT DOCUMENT TRACKING

Goal:

1. Maintain and track all grant documentation and due dates

Activities tied to goal:

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Additional activities:

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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:

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Additional activities:

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LONG RANGE PLANNING

Goal:

1. Three-year plan

Activities tied to goal:

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Additional activities:

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 835 items for SHARE member libraries. (1)
- Staff imported 315 \$3 bibs for SHARE member libraries. (1)
- Staff created 209 on order bibs for SHARE member libraries (1)
- Staff cataloged 214 items for new member libraries joining SHARE (1)
- Staff merged 836 bibliographic records, clean up/corrected 2810 bibliographic records, and corrected/cleanup 717 item records. (2)

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:

- SHARE bibliographic services staff taught 4 cataloging related classes, conducted 1 Cataloger's Training Session and coordinated 2 Cataloging Workdays. (1)

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 134 items for libraries in Illinois. (1)
- CMC staff created 26 NACO name authority records for improved user access. (1)

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:

- **Holdings were added to OCLC for SHARE members. (2)**

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 of 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:

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Additional activities:

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LLSAP DEVELOPMENT

Goal:

1. Increase members participating in SHARE

Activities tied to goal:

- Royalton Public Library had their Go Live Day on Polaris on November 9 (1)
- All libraries have received training on barcoding (1)
- 25 libraries are barcoding their collections, preparing for Going Live on Polaris

ILLINET INTERLIBRARY LOAN CODE

Goal:

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

Activities tied to goal:

- When reimbursing a lost in transit item, the lending library has the final say as to how they will be reimbursed, whether it is a replacement of the item or a monetary reimbursement.

E-RESOURCES

Goal:

1. Increase familiarity with and utilization of eResources

Activities tied to goal:

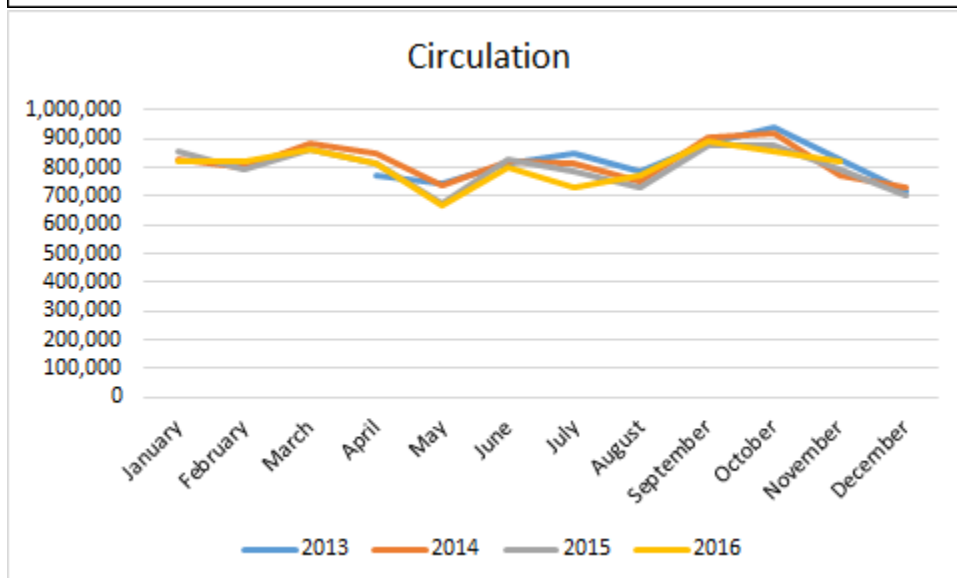
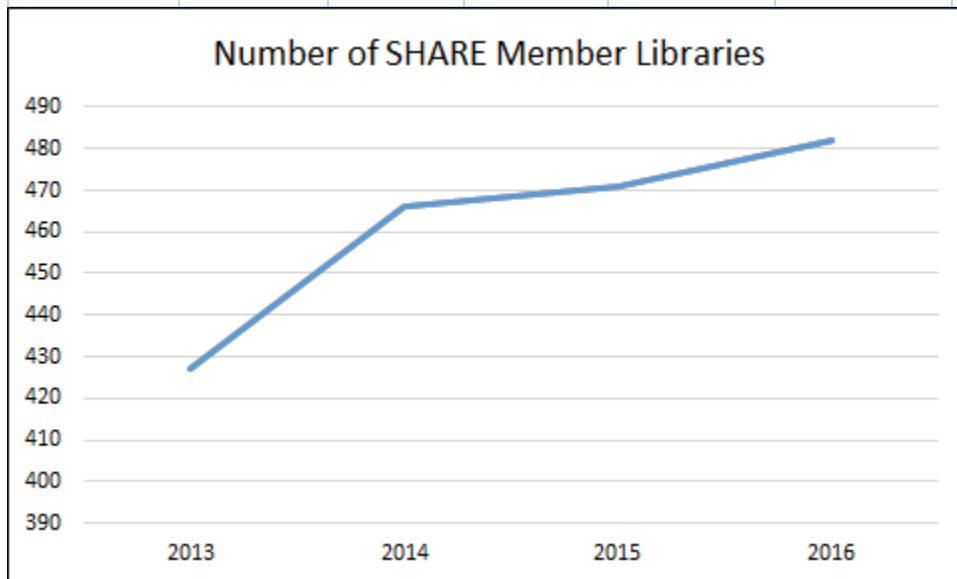
- Two libraries started participation in the Cloud Library shared collection on November 1, bringing the total number of participants to 196 library agencies (or 240 libraries). (1)
- 29,917 items were circulated in the Cloud Library shared collection in the month of November. (1)
- The Zinio for School Libraries group circulated 288 magazines during the first full month of use, and 16 school libraries were participating as of November 1. (1)

Additional activities:

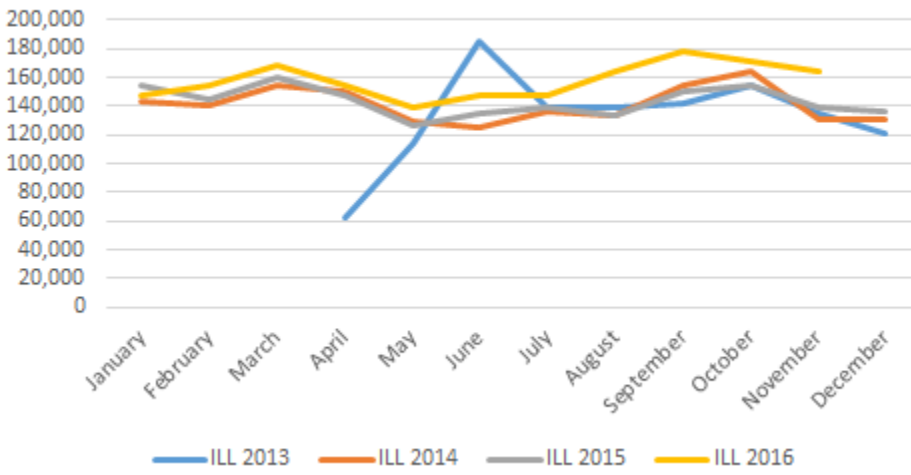
- Two web demonstrations of Beanstack, a summer reading and reader's advisory program, were scheduled for early December. Depending on interest, SHARE may look into a group purchase of this product.
- Preparations were made to review and update current web training videos for consortial eResources, and to create new eResource training videos for the SHARE website.

SHARE Statistics

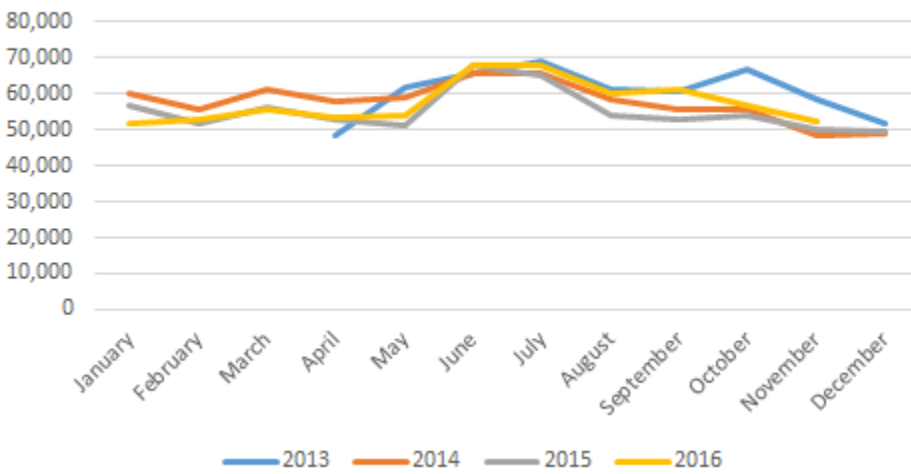
	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<i>July - 16</i>	732,014	147,853	67,944	1,022,861	9,240,186	1,843,617	817,164
<i>Aug - 16</i>	770,064	164,585	60,333	999,263	9,270,779	1,828,926	820,638
<i>Sept - 16</i>	893,619	177,648	61,127	919,900	9,294,272	1,842,936	812,870
<i>Oct - 16</i>	856,288	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>							
<i>Jan - 17</i>							
<i>Feb - 17</i>							
<i>Mar - 17</i>							
<i>Apr - 17</i>							
<i>May - 17</i>							
<i>June - 17</i>							

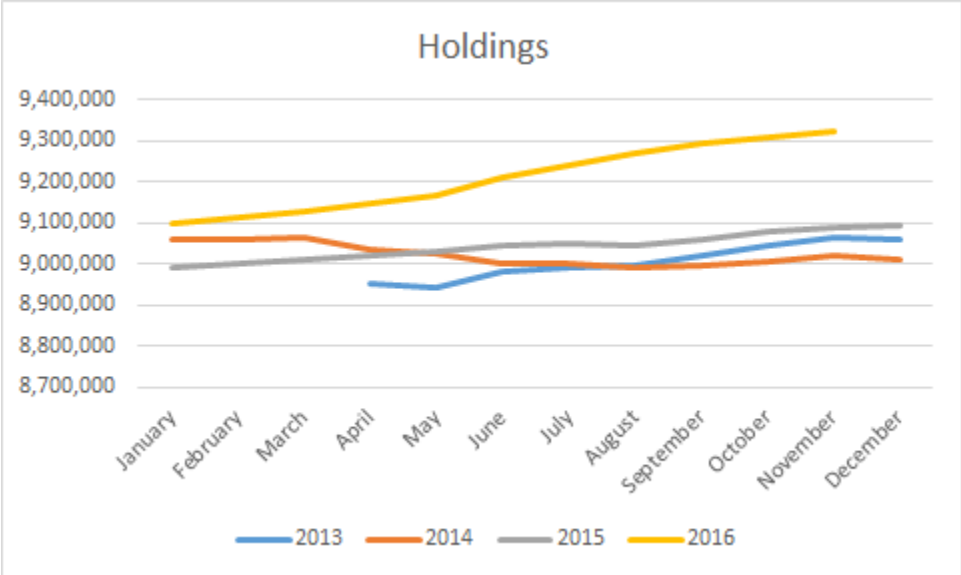
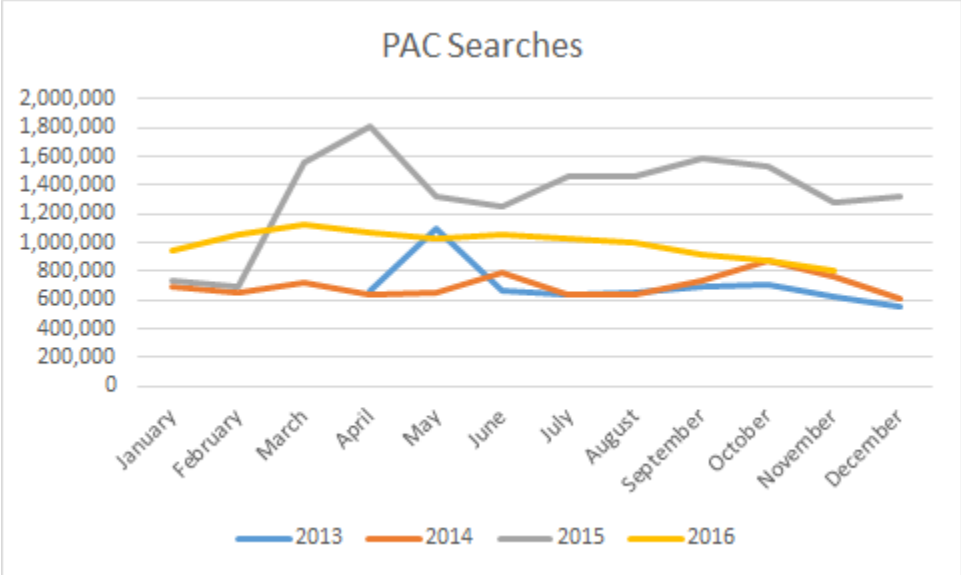


Interlibrary Loan

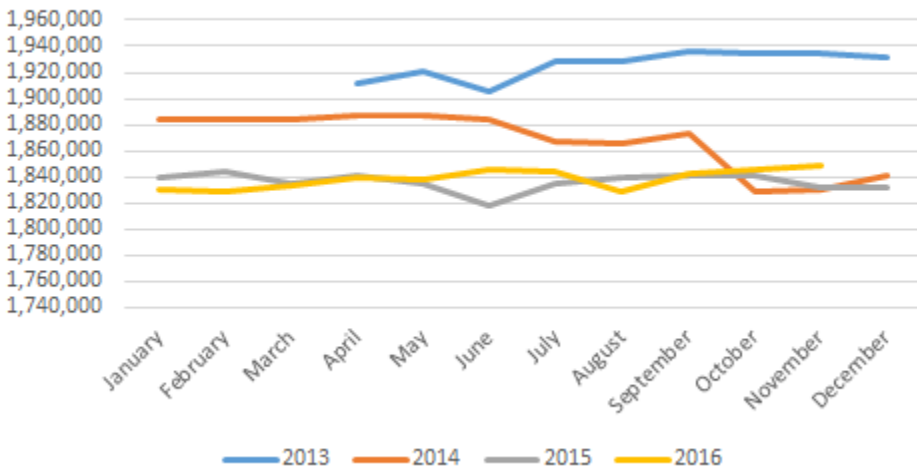


Reciprocal Borrowing

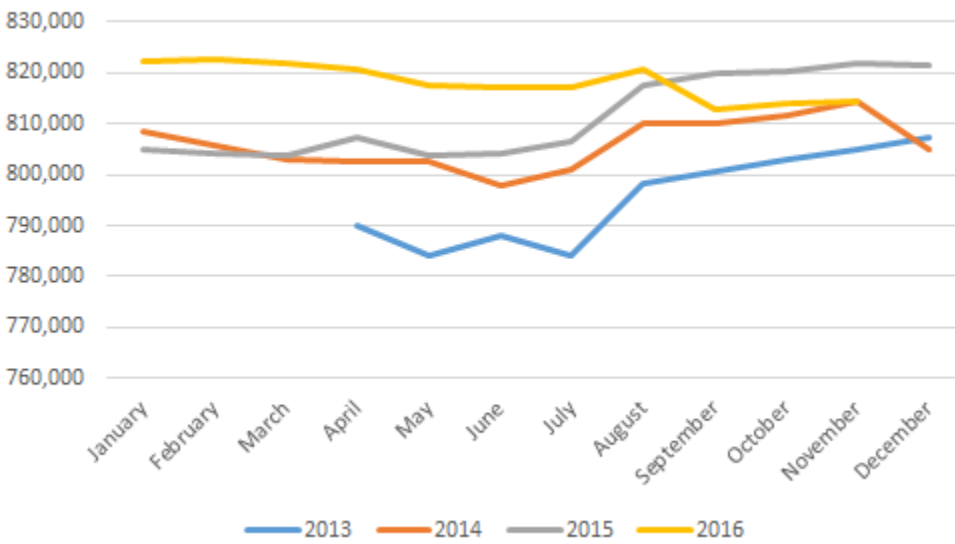




Bibliographic Records



Patrons



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:

- **Share staff provided 13 classes and chat sessions in November (1)**

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:

- **On the route delivery will be implemented again as IHLS routes have stabilized in order. Also known as "DOGS" (Delivery On the Go) (1)**
- **Route data is being evaluated for all IHLS libraries by delivery managers (3)**

Delivery Statistics

November 2016	IHLS LIBRARIES Delivery	IHLS HUB to HUB Delivery	ILDS - CARLI Delivery
Carbondale	57,325	28,960	1,243
Champaign	227,476	56,998	3,153
Edwardsville	248,242	66,775	3.440