

FY2017 Staff Activities Report – April 2017 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:

- Meetings were held on the rebranding/advocacy project.
- 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.
- Four (4) grant opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- Two (2) vendor discounts were added to the Vendor Discount page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, Moving Forward Together, sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

Additional activities:

- Attended Glen Carbon/Edwardsville Chamber of Commerce roundtable with Congressman Rodney Davis to advocate for libraries, Talking Book program and delivery.

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:

- Live Workshop/Online Training + number of attendees (1)
 1. Project Management Workshop (Live seminar) - 5 staff members
 2. Payroll Law (Live seminar) - 4 staff members
 3. Leadership and Management Skills for Women (Live seminar) - 4 staff members
 4. Assertive Communication Skills for Managers (webinar) - 1 staff member
 5. How to Supervise Off-site Employees (webinar) - 1 staff member
 6. Legally Terminate Employees: 10 Critical Things You Must Know (webinar) - 1 staff member
 7. Management Basics (webinar) - 1 staff member
 8. Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization (webinar) - 1 staff member
 9. 8 Steps to Effective Team Meetings (webinar) - 1 staff member
 10. Conducting a Disciplinary Conversation (webinar) - 1 staff member
 11. Operations Management for Service Providers (webinar) - 1 staff member
 12. Accident Investigation (webinar) - 1 staff member
 13. CDL: 07. Vehicle Inspections (webinar) - 1 staff member
 14. Move It Safely: Avoiding Injury While Moving Materials (webinar) - 1 staff member
 15. Healthy Communication: How Not to Communicate (webinar) - 1 staff member
 16. Learning IPv6 (webinar) - 1 staff member
 17. XCode Developer Tools in iOS (webinar) - 1 staff member
 18. Creative Thinking (webinar) - 1 staff member
 19. Learning GitHub (webinar) - 1 staff member
 20. Installing and Running WordPress: DesktopServer (webinar) - 1 staff member
 21. Learning Server-Side Swift with Vapor (webinar) - 1 staff member
 22. Microsoft Teams First Look (webinar) - 1 staff member
 23. Microsoft Planner First Look (webinar) - 1 staff member
 24. Microsoft Teams Essential Training (webinar) - 1 staff member
 25. WordPress Essential Training (webinar) - 1 staff member
 26. Illustrator CC 2015 Essential Training (webinar) - 1 staff member
 27. Java for Data Scientists Essential Training (webinar) - 1 staff member
 28. Python: Design Patterns (webinar) - 1 staff member
- Recruited and hired two part-time couriers. (5)
- Processed termination of part-time courier at the CAR location. (5)
- Compiled financial data for special revenue grant third quarter reports submitted to ISL. (2)
- Prepared and submitted CY2017 first quarter payroll taxes report. (2)
- Prepared March 2017 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Sheet Reports for IHLS Finance Committee and Board of Directors.(2)

Additional activities:

- Prepared and processed two payrolls.
 - Generated and mailed 279 accounts receivable invoices.
 - Received and posted 119 accounts receivable cash receipts checks.
 - Received and entered 170 accounts payable invoices.
 - Disbursed 92 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:

- Introduced and started using Microsoft Teams with small groups. Testing it for now, and the technology is promising.
 - Rolled out many patches for security concerns to desktops and servers.
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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:

- Create committee meeting calendar (1)
- Ensured new board member completed Statement of Economic Interest (2)

Additional activities:

- Began planning of board training
 - New board member orientation
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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:

- Continued participation in Directors University project.
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Bibliographic Access:

As a cornerstone of resource sharing, Bibliographic Access services in FY2017 will promote:

- *The availability of bibliographic support in a variety of methods including cataloging and database maintenance for the Sharing Heartland's Available Resources Equally (SHARE) Consortium, cataloging training for SHARE members and statewide support through the Cataloging Maintenance Center (CMC).*
- *Access to digitized information found in Illinois libraries and at IDA (Illinois Digital Archives) 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 966 items for SHARE member libraries. (1)
- Staff imported 294 \$3 bibs (bibliographic records) for SHARE member libraries. (1)
- Staff created 65 on order bibs for SHARE member libraries (1)
- Staff cataloged 542 items for new member libraries joining SHARE (1)
- Staff merged 594 bibliographic records, clean up/corrected 2031 bibliographic records, and corrected/cleanup 244 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 7 cataloging related classes, hosted one Cataloger's Training Session and presented at IHLS Member Day. (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 digitized information found in Illinois libraries and at IDA by providing information on formation and content of metadata**

Activities:

- Staff continue editing transcriptions for scrapbooks for the Lombard College. (2)
- CMC staff cataloged 163 items for libraries in Illinois. (1)
- CMC staff created 12 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:

- An uneventful Polaris upgrade occurred on April 13 & 14

Additional activities:

- Problems with the ScrewDriver software and receipt printers were mostly resolved

LLSAP DEVELOPMENT

Goal:

1. **Increase members participating in SHARE**

Activities tied to goal:

- Tilden Public Library, Ramsey Public Library, and Mt. Olive School Library signed agreements to join SHARE

E-RESOURCES

Goal:

1. **Increase familiarity with and utilization of eResources**

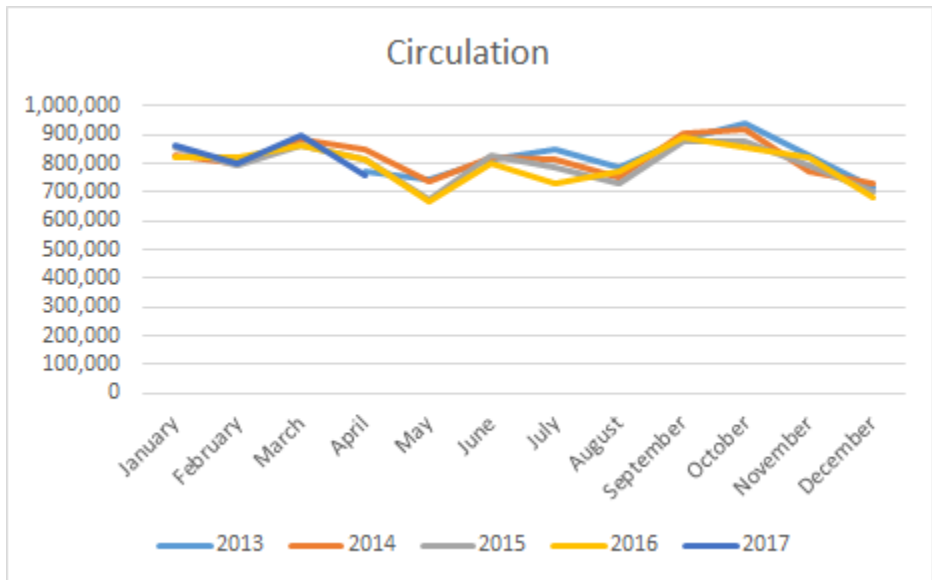
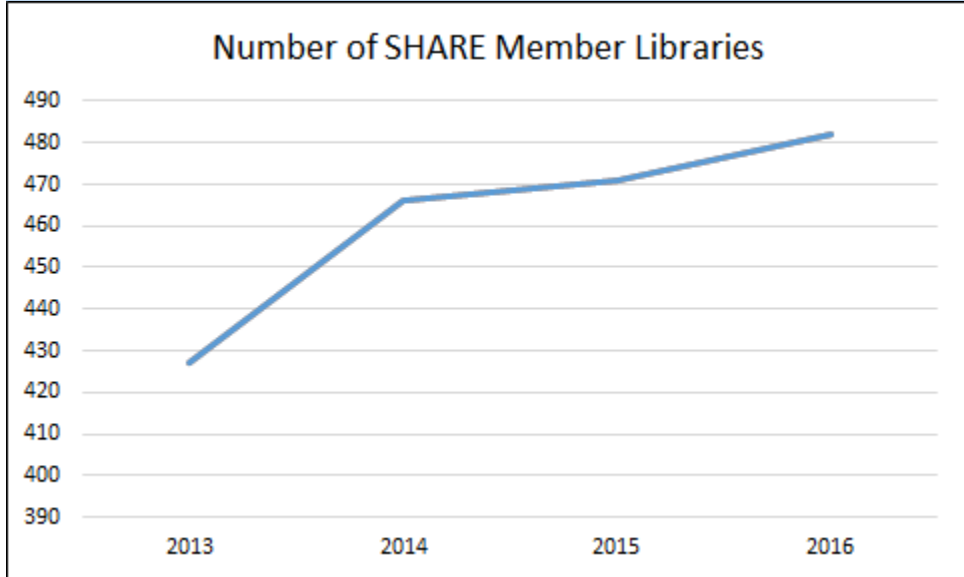
Activities tied to goal:

- Moweaqua Public Library started participation in the Cloud Library on April, bringing the total number of SHARE library agencies participating to 201. (1)
- 29,648 items in the SHARE Cloud Library collection were circulated in the month of April. (1)
- “Devices, eMedia, and Patrons – Oh My!” was presented at the Reaching Forward South conference on April 7 to approximately 30 participants. (1)
- IHLS Technology Petting Zoo devices were present at the Crab Orchard Public Library Open House on April 12th. eResource assistance was provided to two patrons and one library staff member. (1)
- The renewal process for the Zinio for School Libraries group began in April. (1)

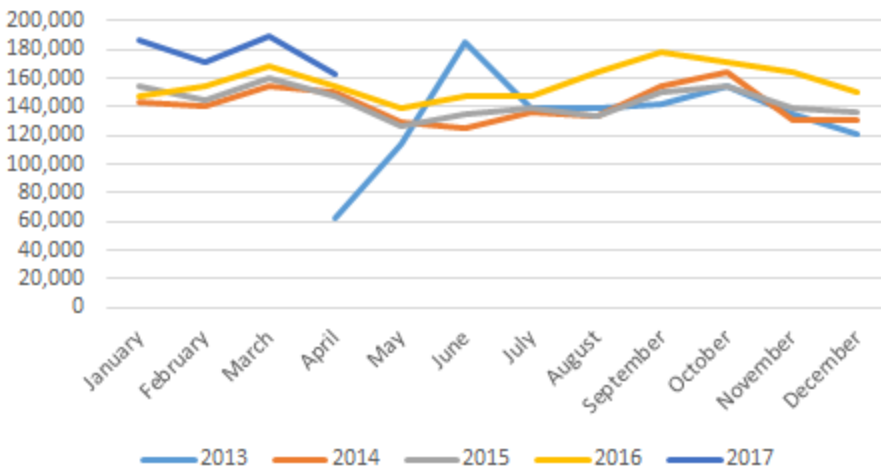
SHARE Statistics

	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	856,619	171,240	56,668	881,243	9,309,983	1,845,810	814,219
Nov - 16	819,181	164,705	52,150	801,306	9,321,947	1,848,249	814,357

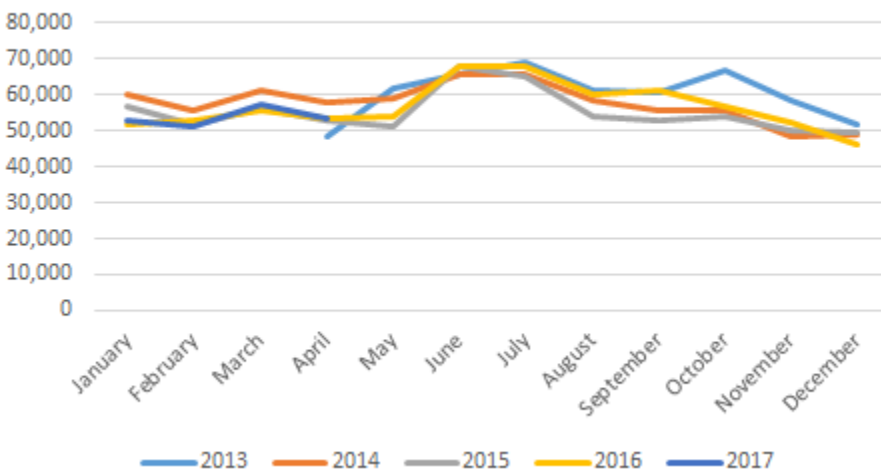
Dec - 16	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
Jan - 17	862,751	186,851	52,758	897,795	9,330,945	1,849,837	816,146
Feb - 17	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
Mar - 17	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
Apr - 17	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
May - 17							
June - 17							

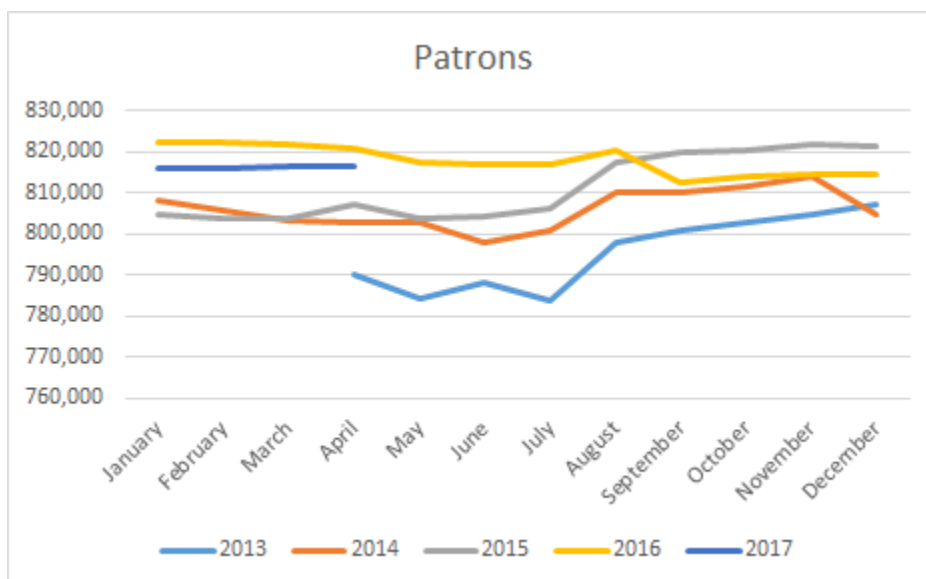
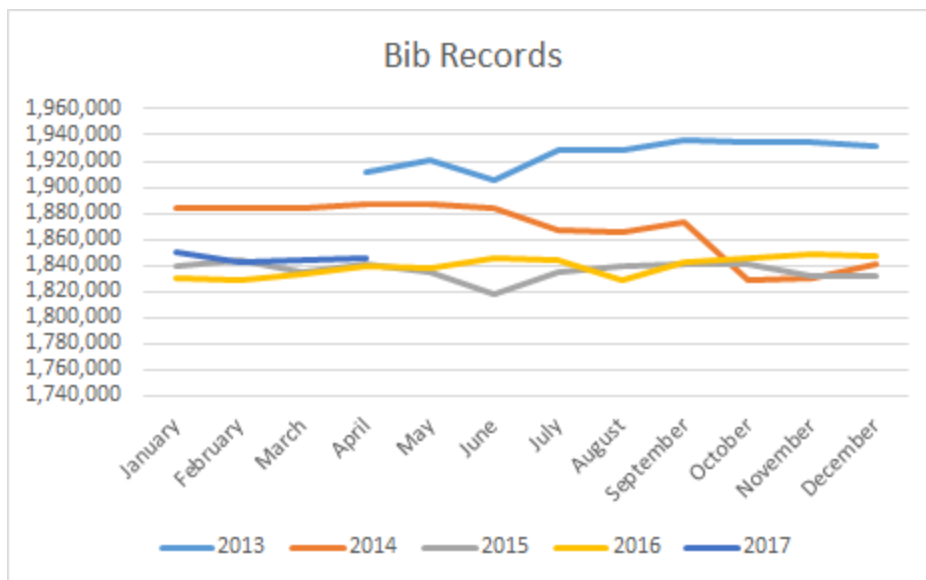


Interlibrary Loan



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.*

CONTINUING EDUCATION

Goal:

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

Activities tied to goal:

- SHARE staff conducted 11 training sessions for staff of member libraries, on cataloging and circulation

Additional activities:

- The third annual IHLS Member Day was held, with an emphasis on Advocacy for all library types.

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:

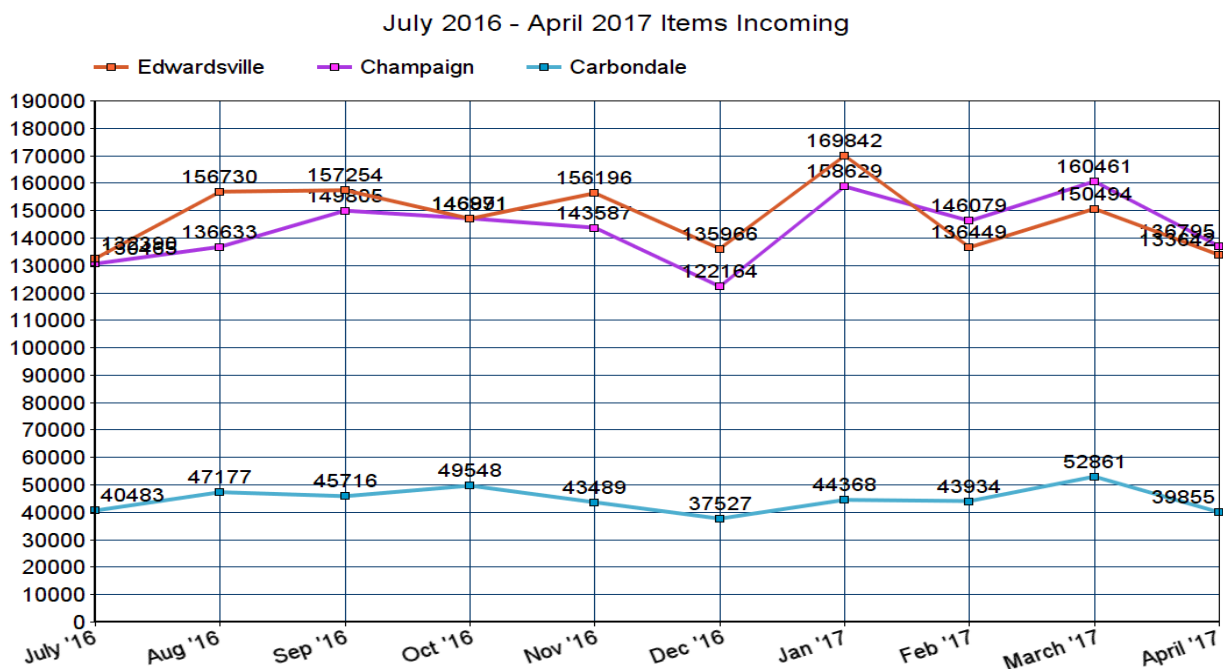
- Addressed concerns/comments from the Annual Delivery Survey (2)
- Developed a process for unity in submitting L2 changes (3)
- Attended Members Matter Meeting in Olney (2)
- Received quote for box truck in order to move member items more efficiently and with room (1)

Additional activities:

- Attended ILDS (Illinois Library Delivery Service) meeting in Springfield with RAILS and CARLI. IHLS Delivery staff attended as well.

Delivery Statistics

April 2017	IHLS LIBRARIES Delivery	IHLS HUB to HUB Delivery	ILDS - CARLI Delivery
Carbondale	53,951	13,037	1,306
Champaign	216,713	25,960	1,437
Edwardsville	207,895	27,840	2,078



These numbers represent the total number of items that each hub processes monthly.