

## **Y2017 Staff Activities Report – March 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:***

- A Members Matter meeting was held in person and also via VTEL and Zoom.
- Held a Connect with Leslie meeting using Zoom.
- 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.
- Twenty-Six (26) grant/award opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- One (1) vendor discount was updated and two (2) 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, sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

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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:**

- Live Workshop/Online Training + number of attendees (1)
  1. HR for Anyone with Newly Assigned HR Responsibilities (Live seminar) - 3 staff members
  2. Leadership, Team-Building and Coaching for Supervisors and Managers (Live seminar) - 2 staff members
  3. Criticism and Discipline Skills for Managers and Supervisors (webinar) - 3 staff members
  4. Four Things All New Supervisors Must Remember: S.U.P.E.R. (webinar) - 1 staff member
  5. How to Supervise Bad Attitudes and Negative Behaviors (webinar) - 1 staff member
  6. S.M.A.R.T. Goals (webinar) - 1 staff member
  7. Supervisor's Passport to Success (webinar) - 1 staff member
  8. Performance Reviews with Less Stress and Better Results (webinar) - 1 staff member
  9. Healthy Communication: How We Recognize Each Other (webinar) - 1 staff member
  10. Healthy Communication: Personal Tapes (webinar) - 1 staff member
  11. How to Be Assertive – Not Aggressive (webinar) - 1 staff member
  12. Stress Management – Understand Stress (webinar) - 1 staff member
  13. How to Manage Your Time Effectively (webinar) - 1 staff member
  14. Powerful Listening Skills (webinar) - 1 staff member
  15. Leadership and Management Skills for Women (Live seminar) - 4 staff members
  16. Locating Private Foundation Funding (live seminar) -1 staff member
- Conducted one new hire orientation (1)
- Recruited and hired one courier driver for CHA location (1)
- Processed termination of part-time courier at the EDW Location (5)
- Prepared February 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 179 accounts receivable invoices
- Received and posted 123 accounts receivable cash receipts checks
- Received and entered 200 accounts payable invoices
- Disbursed 108 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:**

- Champaign office upgrades including: security camera for front door, moving the wireless access point for better range in the delivery area, new network wiring ran for workstations, and moved three workstations to new locations.
- Surplus inventory at EDW, CHMP, and Du Quoin.
- Troubleshoot many printing issues with Screwdrivers and Polaris connections.
- Continuing education classes completed on Lynda.com:

- Web Design: Efficient Workflow
- Learning Server-Side Swift with Vapor
- Using Vapor with SQL and NoSQL Databases
- Xcode Developer Tools in iOS

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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 monthly committee meeting calendar (1)
- Continue to encourage use of L2 for meeting registry (1)
- Monitor online submission of Statement of Economic Interest filings (2)

### ***Additional activities:***

- Research options for FY18 board training
- Begin planning annual board meeting

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## **RECORD RETENTION**

### **Goal:**

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

### ***Activities tied to goal:***

- Create a record retention process for staff

### ***Additional activities:***

- Continue to identify surplus property at all locations

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## **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:**

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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 731 items for SHARE member libraries. (1)
- Staff imported 131 \$3 bibs for SHARE member libraries. (1)
- Staff created 151 on order bibs for SHARE member libraries (1)
- Staff cataloged 514 items for new member libraries joining SHARE (1)
- Staff merged 447 bibliographic records, clean up/corrected 2,245 bibliographic records, and corrected/cleanup 253 item records. (2)

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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:***

- SHARE bibliographic services staff taught 5 cataloging related classes, and hosted and attended three two-day RDA (Resource, Description and Access) Cataloging Classes. (1)

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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 Illinois Digital Archives to finish loading metadata into the Illinois Digital Archives database, and editing transcriptions for scrapbooks for the Lombard College. (2)
- Hosted and attended the RDA classes in March. (1)
- CMC staff cataloged 230 items for libraries in Illinois. (1)
- CMC staff created 12 NACO name authority records for improved user access. (1)

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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:***

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

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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:**

- **Worked with Polaris staff to schedule Polaris software upgrades on April 13**

### **LLSAP DEVELOPMENT**

#### **Goal:**

1. **Increase members participating in SHARE**

#### **Activities tied to goal:**

- **Tilden Public Library signed a Transitional Member Agreement to join SHARE, taking advantage of the Wal-Mart grant.**
- **Mt. Olive Public Schools signed a Transitional Member Agreement to join SHARE.**

### **ILLINET INTERLIBRARY LOAN CODE**

#### **Goal:**

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

#### **Activities tied to goal:**

- **Developed and introduced the *10 Commandments of Circulation and Resource Sharing*, a short video on the "shalls" and "shall nots" of resource sharing. All staff of all SHARE member libraries are expected to view this video.**
- **Introduced an ILL Violation Report form to be completed by member libraries to report misuses of ILL, in order for SHARE staff to intervene, if appropriate, but also to gather data on how widespread these circulation issues are.**

## E-RESOURCES

### Goal:

1. Increase familiarity with and utilization of eResources

### Activities tied to goal:

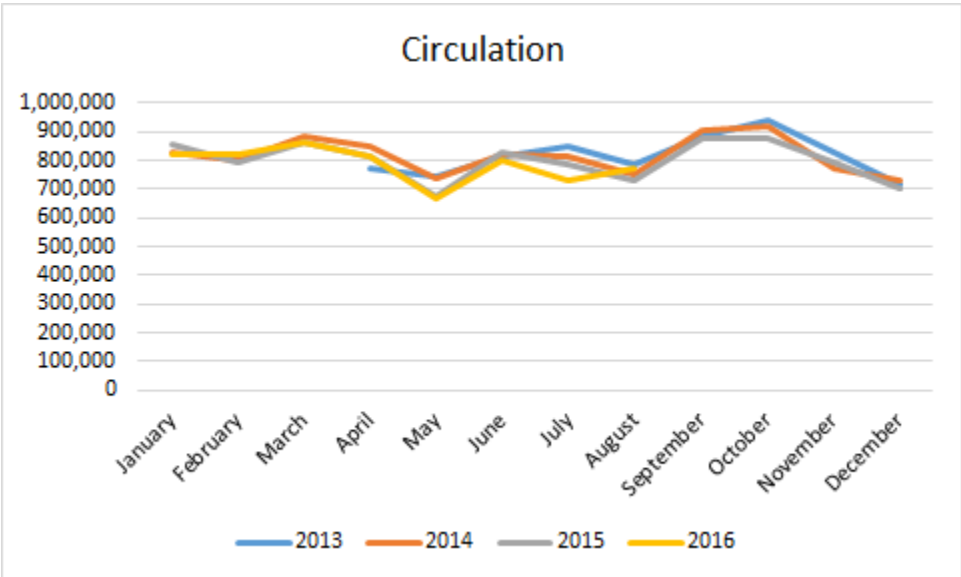
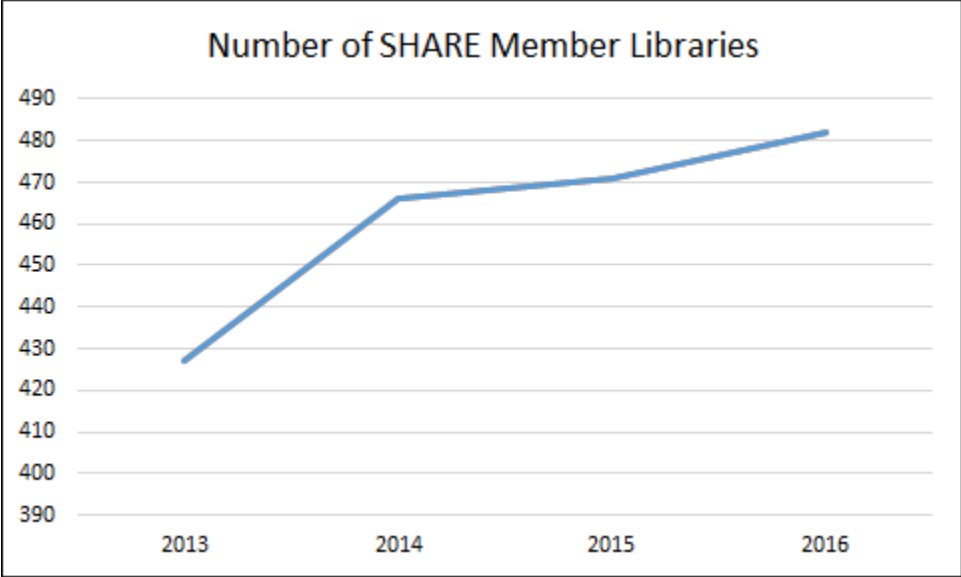
- Christopher Public Library and Loda Township Public library started participation in the SHARE Cloud Library on March 1. (1)
- Plans were made to host a Cloud Library Users Group forum at IHLS Member Day on April 18, 2017. (1)
- The IHLS Technology Petting Zoo devices visited Shelbyville Public Library on March 23, 2017. A staff training was provided with 4 staff members attending. A patron event was also held with 3 patrons stopping in for eBook help. (1)
- The Cloud Library collection circulated 33,501 items during the month of March and currently contains 39,207 items.
- 1,707 eMagazines were borrowed in the Zinio for Public Libraries group during the month of March. (1)

### Additional activities:

- Electronic Resource demos were provided by EBSCO, Demco Software, and PressReader during the month of March. Each of these vendors offers a discount to IHLS member libraries.

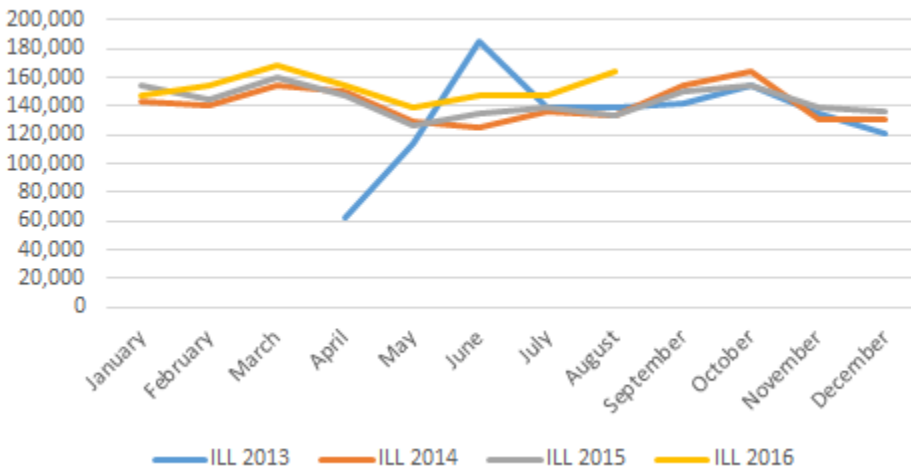
## SHARE Statistics

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<b>July - 16</b>	732,014	147,853	67,944	1,022,861	9,240,186	1,843,617	817,164
<b>Aug - 16</b>	770,064	164,585	60,333	999,263	9,270,779	1,828,926	820,638
<b>Sept - 16</b>	893,619	177,648	61,127	919,900	9,294,272	1,842,936	812,870
<b>Oct - 16</b>	856,619	171,240	56,668	881,243	9,309,983	1,845,810	814,219
<b>Nov - 16</b>	819,181	164,705	52,150	801,306	9,321,947	1,848,249	814,357
<b>Dec - 16</b>	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
<b>Jan - 17</b>	862,751	186,851	52,758	897,795	9,330,945	1,849,837	816,146
<b>Feb - 17</b>	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
<b>Mar - 17</b>	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
<b>Apr - 17</b>							
<b>May - 17</b>							
<b>June - 17</b>							

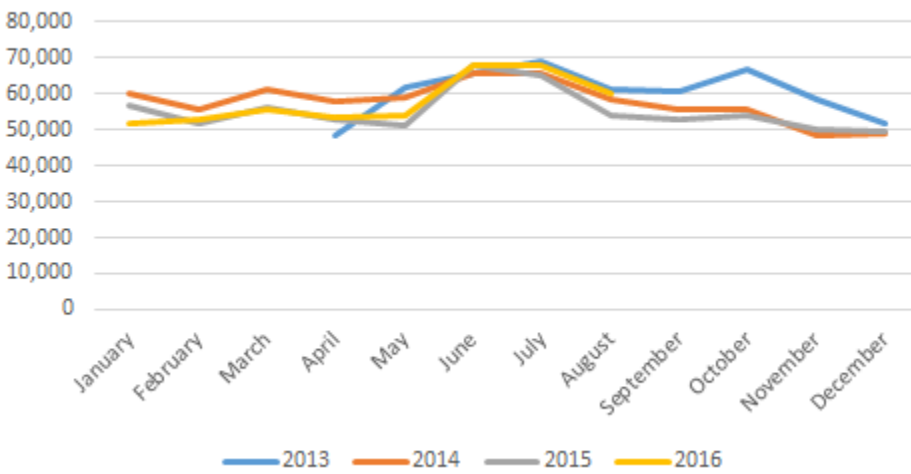




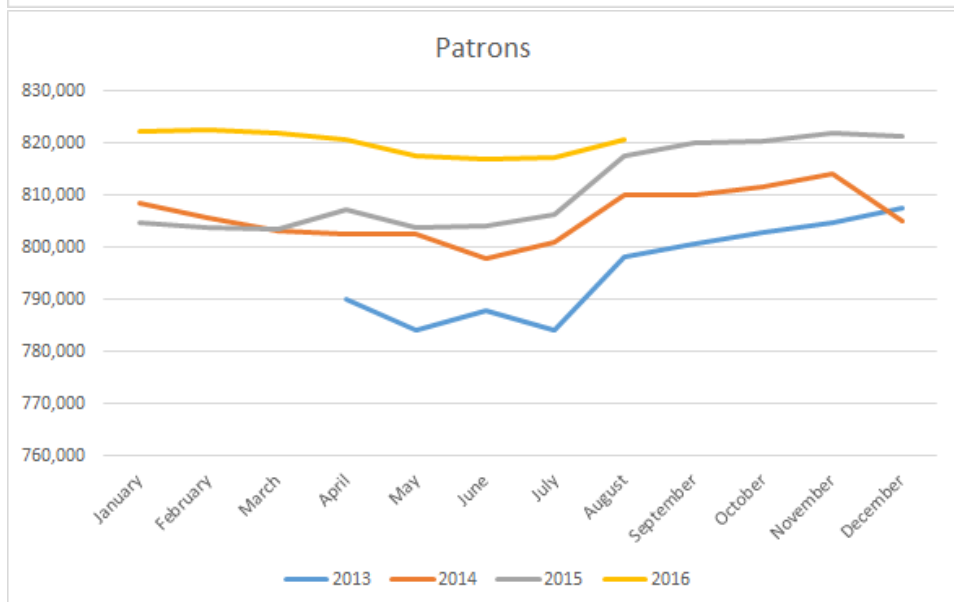
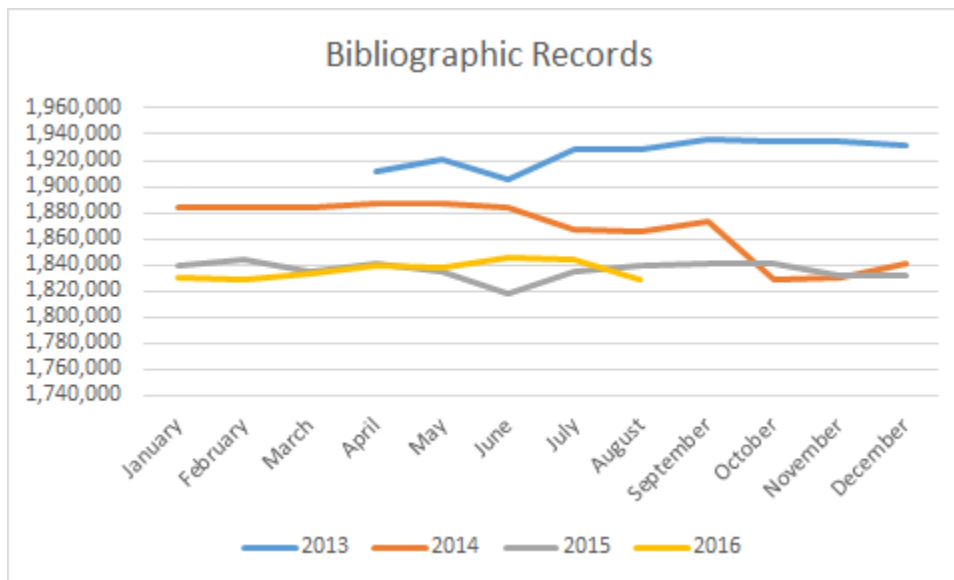
### Interlibrary Loan



### 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:**

- **SHARE staff provided 18 classes (including 6 RDA classes), 1 Chat, and 1 Circulation forum**

## **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

#### **Additional activities:**

- Reviewed results of Delivery Survey
- Met with RAILS Mark Hatch, CARLI Diane Day and the rest of the ILDS (Illinois Library Delivery System) team to review the ILDS process thus far
- Delivery Team attended Reaching Forward South (whole state conference for support staff and directors) to be available to our members at a different venue

#### **Delivery Statistics**

<b>March 2017</b>	<b>IHLS LIBRARIES Delivery</b>	<b>IHLS HUB to HUB Delivery</b>	<b>ILDS - CARLI Delivery</b>
<b>Carbondale</b>	72,395	29,640	2,458
<b>Champaign</b>	262,839	65,548	10,239
<b>Edwardsville</b>	236,016	60,520	4,702