

FY2017 Staff Activities Report – December 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:

- Survey on the Moving Forward Together Newsletter sent out to get feedback on what we are doing right and what could be improved upon.
- Reviewed sample logo designs from the college.
- 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.

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 November 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Sheet Reports for IHLS Finance Committee and Board of Directors.(2)
- Eliminated employees' paper direct deposit vouchers being distributed by sending via email. (3)
- Prepared an updated employee profile information sheet to be completed by all current employees. (4)

Additional activities:

- Prepared and processed three payrolls.
- Generated and mailed 163 accounts receivable invoices.
- Received and posted 124 accounts receivable cash receipts checks.
- Received and entered 166 accounts payable invoices.
- Disbursed 92 accounts payable checks.

IT

Goal:

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

Activities tied to goal:

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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:

- Notified board of upcoming about Statement of Economic Interest filing.

RECORD RETENTION

Goal:

1. Retain and purge materials on an approved schedule

Activities tied to goal:

- Researching outside company to digitize all permanent records.

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:

- Staff attended the December ESSA (Every Student Succeeds Act) hearing at Eisenhower High School, Decatur
- Staff participated in the ISLMA (Illinois School Library Media Association) committee working to reinstate school librarians
- Drafted formal ESSA response to Dr. Tony Smith, State Superintendent of Education

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 743 items for SHARE member libraries. (1)
- Staff imported 203 \$3 bibs for SHARE member libraries. (1)
- Staff created 116 on order bibs for SHARE member libraries (1)
- Staff cataloged 777 items for new member libraries joining SHARE (1)
- Staff merged 745 bibliographic records, clean up/corrected 2,180 bibliographic records, and corrected/cleanup 334 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 1 cataloging related class. (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, finishing transcribing data for Meadville Theological and continued work on date for Illinois State Archives and Southern Illinois University. (2)
 - CMC staff cataloged 98 items for libraries in Illinois. (1)
 - CMC staff created 5 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:

- Staff have continued reviewing reports and correcting bibliographic data. (1)
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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:

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Additional activities:

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LLSAP DEVELOPMENT

Goal:

1. Increase members participating in SHARE

Activities tied to goal:

- Vance Township Library had their Go Live Day on Polaris
- Loda Township Library participated in circulation training, in preparation for their Go Live Day
- Signal Hill School District #86 signed agreement to join SHARE

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

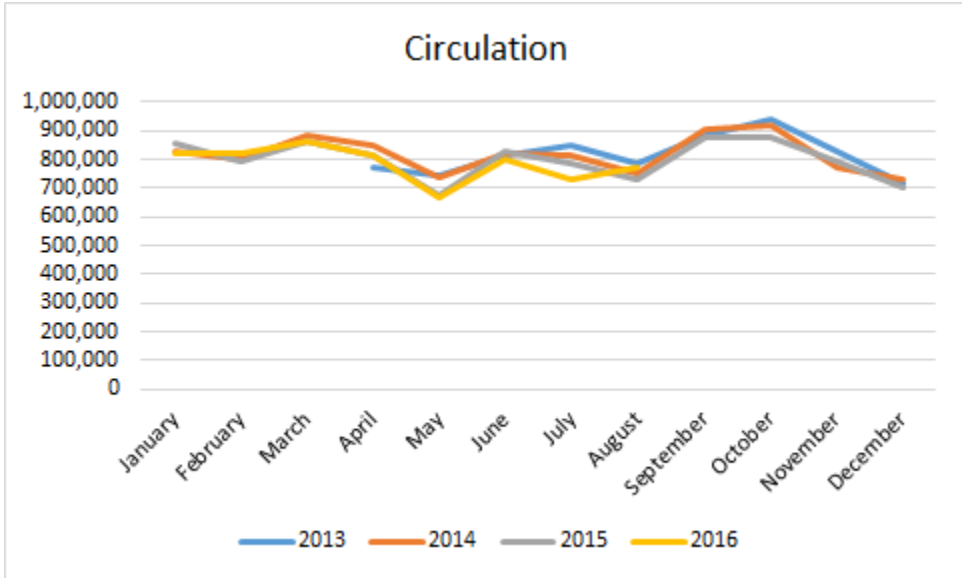
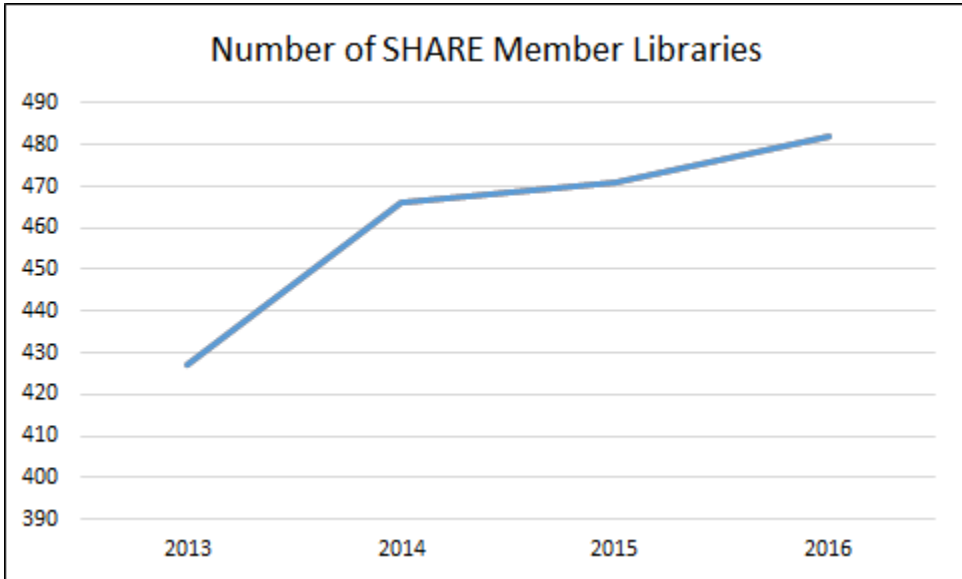
Activities tied to goal:

- Online course created for Moodle and posted on the new SHARE training website. Additional courses for the Cloud Library and MyMediaMall are in production. (1)
- 30,193 items were circulated by the Cloud Library shared collection for the month of December. (1)
- Preparations were made to hold a Zinio Users Group meeting with Recorded Books in February. (1)

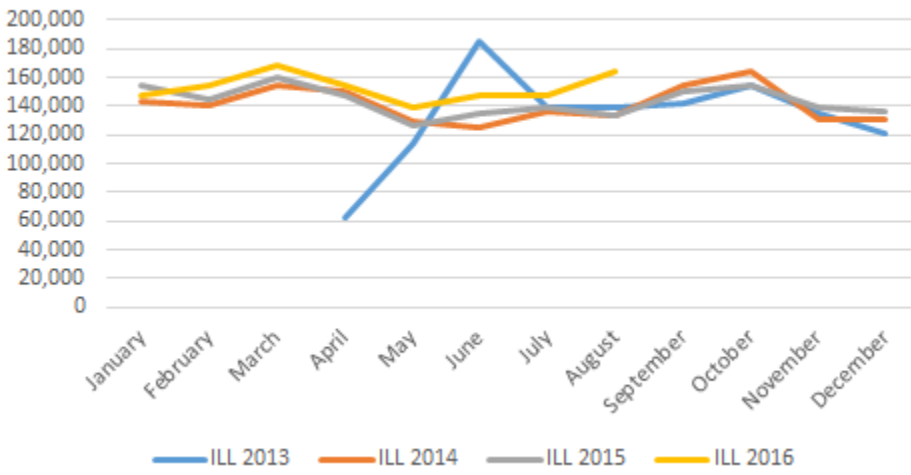
SHARE Statistics

	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>	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
<i>Jan - 17</i>							
<i>Feb - 17</i>							

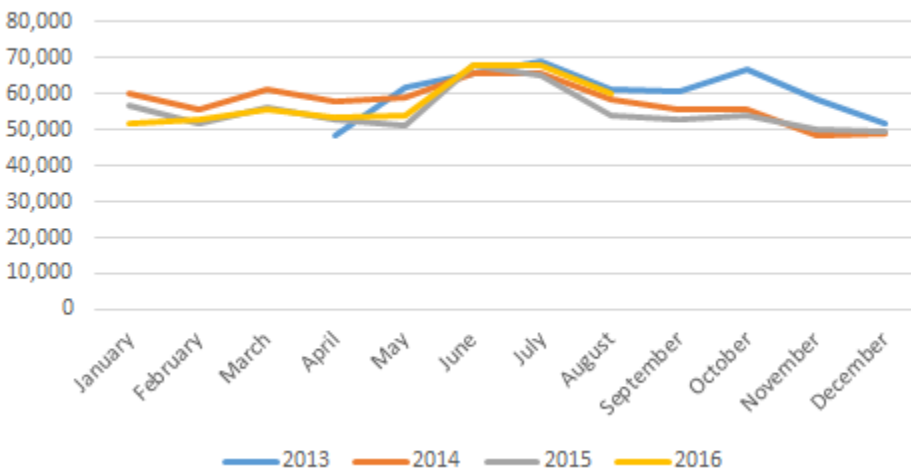
Mar - 17							
Apr - 17							
May - 17							
June - 17							

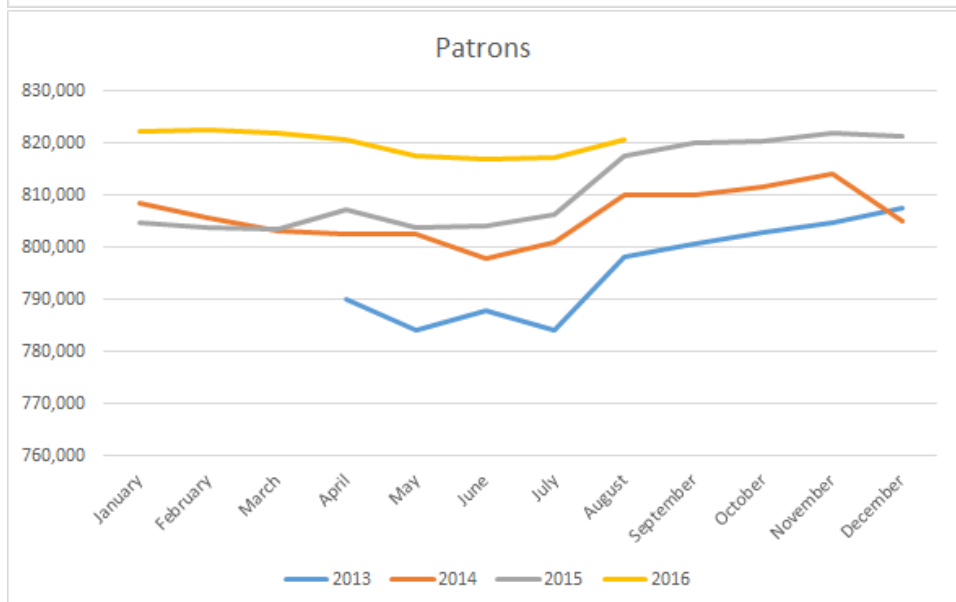
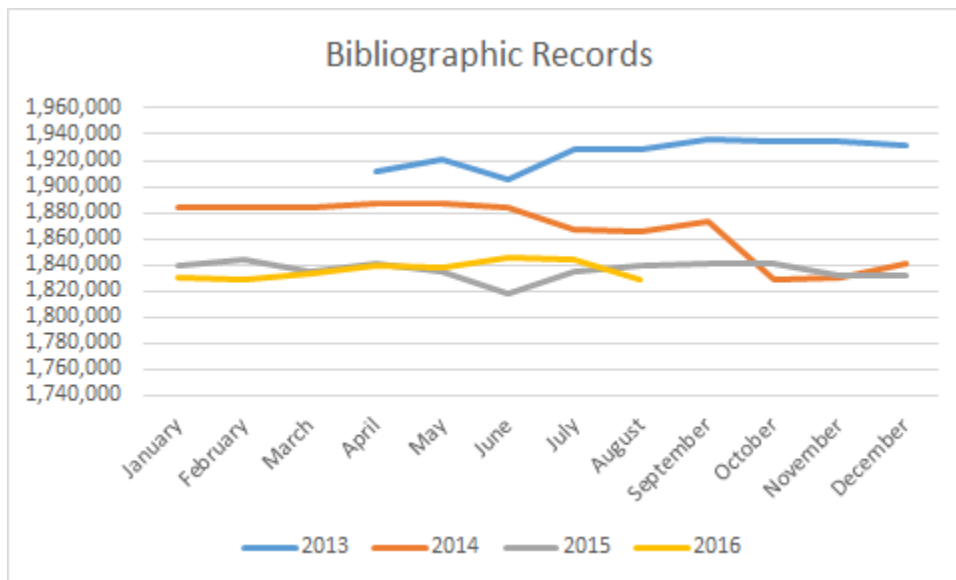


Interlibrary Loan



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.*

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 facilitated 2 webinars, 3 chat sessions, and 3 Polaris training sessions**
- **Staff did a site visit in Effingham in selecting a location for Member day.**

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:

- Attended Members Matter meeting to gather feedback about the new Functional Five Day A Week implementation (1)
- Rollout for the iPads is slated for January 30, which will eliminate the need for duplication of data (2)
- Managers are still comparing library data (routes, hubs, resource sharing status) to L2 and making corrections (3)

Additional activities:

- Committee member of the Reaching Forward South Conference. Have partnered with Mark Hatch from RAILS to have "office" hours at the conference and be available for questions/concerns and comments.

Delivery Statistics

December 2016	IHLS LIBRARIES Delivery	IHLS HUB to HUB Delivery	ILDS - CARLI Delivery
Carbondale	47,418	24,502	1,030
Champaign	198,708	47,595	2,996
Edwardsville	218,716	50,480	2,785