Illinois Heartland Library System

FY2016 Area and Per Capita

Grant Application Submission

FY2016 LIBRARY SYSTEM AREA AND PER CAPITA GRANT APPLICATION
COVER SHEET

Library System: _Illinois Heartland Library System_

Address: _6725 Goshen Road_

Address 2:_____

City: _Edwardsville_   State: _IL_   ZIP+Four: _62025-7773_

Telephone: _(618)656-3216_

FAX: _(618)656-9401_

URL:_http://www.illinoisheartland.org_
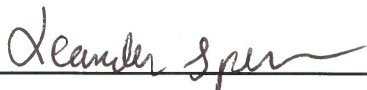
FEIN Number: _27-5345876_

Person submitting this application:

First Name: _Leslie_   Last Name: _Bednar_

Title: _Executive Director_   Telephone: _(618)656-3216 Ext. 420_

FAX: _(618)656-9401_   E-Mail Address: _lbednar@illinoisheartland.org_

Leander Spur   3 / 22 / 2016

System Board President Signature   Date

Leslie M Bednar   3-22-2016

Executive Director Signature   Date

March 29, 2016

Anne Craig, Director
Illinois State Library
300 South Second Street
Springfield, IL 62701-1796

Dear Anne,

Thank you for the opportunity to resubmit our FY2016 System Area and Per capita Grant application. With this resubmission I trust we have satisfactorily provided the documents required in your February 16, 2016 correspondence. Included with resubmission are:

--Application Cover Sheet
--Revised FY2016 IHLS Budget with Budget Narrative
--Revised FY2016 System Operational Plan
--Revised FY2016 Illinois Machine Sublending Agency (IMSA) Budget
--Revised FY2016 IMSA Narrative and Timeline

The budgets, narratives, timeline and operational plan were approved by IHLS Board of Directors at meetings held in February and March, 2016.

Please let me know if you have additional questions regarding the grant components. If you or your staff require electronic file versions of any component in a format other than PDF we will quickly forward those files.

Sincerely,

Leslie M Bednar

Leslie M. Bednar
Executive Director

Cc: Leander Spearman, Board President

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1704 West Interstate Drive
Champaign, IL 61822
217-352-0047

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500 South Madison
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To: IHLS Finance Committee
              IHLS Board of Directors
From: Adrienne Elam, Chief Fiscal Officer
Date: March 10, 2016
Subject: Revised FY2015-2016 Budget Narrative

MEMORANDUM

In a memorandum dated January 12, 2016, the Illinois State Library (ISL) informed the library systems that due to the Illinois budget impasse, IHLS' System Area and Per Capita Grant (SAPC) Funding for FY2015-2016 would be reduced by 42%. This funding reduction requires a revised FY2016 System Application and a revised budget with a narrative that explains changes to be submitted to ISL by March 31, 2016. IHLS will fund the FY2015-2016 SAPC deficit out of its reserve funding.

Attached for your approval are the revised FY2015-2016 Budgets for each fund. Listed below are explanations of the revisions.

General Fund

- Library Professional, Other Professional, and Support Services – 3% cost of living increase initially budgeted for all employees will not be granted.
- Library Professional, Social Security Taxes, Unemployment Insurance, Workers' Compensation, Retirement (IMRF), and Health, Dental, Life Insurance – Membership Coordinator (new position) originally budgeted for will not be added in FY2015-2016.
- Other professional, social security taxes, unemployment insurance, workers' compensation – Staff Accountant (new position) originally budgeted for will not be added in FY2015-2016.
- Retirement (IMRF) – Staff Accountant and Membership Coordinator positions will not be added in FY2015-2016 and rate reduction of .94% beginning January 1, 2016.
- Health, Dental, Life Insurance – Staff Accountant and Membership Coordinator positions will not be added in FY2015-2016, rate increase of 11%, one employee opting out of all benefit insurances, and three employees opting of health insurance.
- Other Fringe Benefits – Annual Flexible Spending Account (FSA) Maintenance Fee.
- In-State Travel will be limited to necessity only.
- All conference attendance and exhibiting (in-state and out-of-state) will be eliminated.
- Training & Professional Development – Reduce IHLS Staff Day Expenditures due to budget uncertainties.
- Property, Vehicle, and Liability Insurances – Based on July 1, 2015 renewal rate.
- Conference & Continuing Education Meetings – Removed continuing education for members due to budget uncertainties.
- Public Relations – Cost of materials to display in ILA Booth.

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- Telephone & Telecommunication – Execution of new contracts and reallocating expense across funds.
- Information Service Cost – Cancelled Lynda.com subscription for all staff excluding IT.
- Transfers To Other Funds-IHLS will reduce SHARE Contribution from $350,000 to $200,000 for FY2015-2016.

IMSA (Illinois Machine Sublending Agency)

Also indicated in the memorandum was that funding for IMSA FY2015-2016 would be the same as FY2014-2015 $290,187.00. However, during the work on the budget revision, it was determined that IHLS would submit a request for $275,337 as a realistic reflection of expected expenditures. These responsibilities would be moved to ISL by June 30, 2016. Listed below are revision explanations that reflect the funding reduction and shifting of responsibilities.

- Library Professional, Other Professional, and Support Services – 3% cost of living increase initially budgeted for all employees will not be granted.
- Other professional, social security taxes, unemployment insurance, workers' compensation – After the resignation of a staff member, a position was eliminated and staff duties were restructured due to budget uncertainties.
- Retirement (IMRF) – Staff member resignation and rate reduction of .94% beginning January 1, 2016.
- Other Professional, Support Services, FICA, Workers' Compensation, and IMRF – Adjusted to include staff members' severances.
- Health, Dental, Life Insurance – Net result of staff member resignation and 11% increase.
- Travel – Conference attending cancelled due to project moving to ISL by June 30, 2016.
- Telephone & Telecommunication – Execution of new contracts and reallocating expense across funds.

CMC (Cataloging Maintenance Center), OCLC (Billing Grant), Dream Grant (Growing Resource Sharing in IHLS through Growing SHARE)

- Library Professional, Other Professional, and Support Services – 3% cost of living increase initially budgeted for all employees will not be granted.
- Retirement (IMRF) – Rate reduction of .94% beginning January 1, 2016.
- Health, Dental, Life Insurance –11% increase
- Telephone & Telecommunication – Execution of new contracts and reallocating expense across funds.

SHARE (Sharing Heartland's Available Resources Equally)

Income generated by SHARE Bibliographic Services maybe less than projected, due to RAILS decision to provide cataloging services directly to their members, and not relying on SHARE Staff as originally planned.

- Library Professional, Other Professional, and Support Services – 3% cost of living increase initially budgeted for all employees will not be granted.
- Retirement (IMRF) – Rate reduction of .94% beginning January 1, 2016.
- Health, Dental, Life Insurance –11% increase
- Telephone & Telecommunication – Execution of new contracts and reallocating expense across funds.
- All conference attending and exhibiting (in-state and out-of-state) will be eliminated.
- Transfers From Other Funds-IHLS' contribution reduced from $350,000 to $200,000 for FY2015-2016.

FY2016 GENERAL FUND BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 Budget	FY2016 Budget Proposal	FY2015 Budget
FY2015 Net Operating Surplus Carryforward		**386,190.44**	**425,870.60**	
Operating Revenues				
State Grants				
Area Per Capita	4000	1,989,670.98	3,364,429.41	3,364,429.41
Blind & Physically Handicapped - IMSA	4026			
Cataloging Maintenance Center - CMC	4027			
OCLC	4032			
The Marc of Quality - TMQ	4034			
Dream Grant	4038			
Other State Grant	4099			
State Grants Total		1,989,670.98	3,364,429.41	3,364,429.41
Interest Income	4500	360.00	360.00	360.00
Fees for Services and Materials				
SHARE Basic Membership Fee	4385			
Bibliographic Services	4386			
Add'l Module Fee	4387			
SHARE Transitional Membership Fee	4388			
Fees for Services and Materials Total		-	-	-
Other Revenues				
Room Rental	4600	5,340.00	5,340.00	5,340.00
Office Leasing	4610			15,600.00
Miscellaneous Income	4650	5,000.00	5,000.00	
Grant Administration Fee	4660	101,909.00	101,909.00	97,881.00
E-Rate Funding	4675			
Other Revenues Total		112,249.00	112,249.00	118,821.00
Total Operating Revenue		**2,488,470.42**	**3,902,909.01**	**3,483,610.41**
Operating Expenses				
Personnel				
Library Professionals	5000	189,989.46	247,190.11	194,993.13
Other Professionals	5010	439,859.59	498,055.15	411,098.31
Support Services	5020	735,065.54	757,117.51	811,703.37
FICA	5030	107,663.20	114,930.75	108,461.30
Unemployment Insurance	5035	9,233.25	9,577.99	7,139.14
Workers' Compensation	5040	32,816.21	32,957.19	40,491.22
IMRF	5045	132,606.29	150,817.32	168,012.34
Insurance Benefits	5050	154,033.99	196,025.65	187,296.00
Other Fringe Benefits	5055	1,077.00		

FY2016 GENERAL FUND BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 Budget	FY2016 Budget Proposal	FY2015 Budget
Retention & Wellness	5057	3,000.00	3,000.00	3,000.00
Training & Prof Development	5058	11,000.00	14,000.00	3,000.00
Temporary Help	5060	1,000.00	1,000.00	
Recruiting	5070	3,000.00	3,000.00	6,000.00
Personnel Total		1,820,344.53	2,027,671.67	1,941,194.81
Library Materials				
Printed Materials	5100	100.00	100.00	100.00
Nonprinted Materials	5110			
E-Resources	5120			
Total Library Materials		100.00	100.00	100.00
Building Grounds				
Rent	5150	54,000.00	54,000.00	54,000.00
Utilities	5160	50,000.00	50,000.00	54,000.00
Property Insurance	5170	15,000.00	17,050.00	17,050.00
Repairs and Maintenance	5180	30,000.00	30,000.00	70,000.00
Janitorial Services & Supplies	5190	15,000.00	15,000.00	22,000.00
Other Building & Grounds	5195	23,000.00	23,000.00	16,000.00
Building Grounds Total		187,000.00	189,050.00	233,050.00
Vehicle Expenses				
Fuel	5200	160,000.00	160,000.00	174,000.00
Repairs and Maintenance	5210	45,000.00	45,000.00	45,700.00
Vehicle Insurance	5220	26,000.00	30,000.00	21,000.00
Other Vehicle Expense	5245	1,500.00	1,500.00	5,200.00
Total Vehicle Expenses		232,500.00	236,500.00	245,900.00
Travel, Mtgs & Continuing Edu				
Mileage, Gas & Tolls	5250	3,413.00	6,000.00	
In-State Travel	5255			24,920.00
Meals-In-State	5260	1,916.00	8,148.00	
Lodging-In-State	5265	5,414.00	11,334.00	
In-State Travel Total		10,743.00	25,482.00	24,920.00
Mileage, Gas & Tolls	5270			
Out-of-State Travel	5275	699.00	4,400.00	10,190.00
Meals-Out-of-State	5280	322.00	3,000.00	
Lodging-Out-of-State	5285	1,698.00	5,625.00	
Out-of-State Travel Total		2,719.00	13,025.00	10,190.00
Registration & Meetings	5290	8,150.00	10,083.00	10,311.00
Total Travel Mtgs & Continuing Edu		21,612.00	48,590.00	45,421.00
Conferences & Continuing Mtgs				
Conferences & Continuing Edu	5300	-	6,000.00	
Member Day	5315	8,000.00	8,000.00	
Long Range Planning	5320	11,948.00	11,948.00	15,000.00
Total Conferences & Continuing Mtgs		19,948.00	25,948.00	15,000.00
Public Relations	5330	1,036.00		

FY2016 GENERAL FUND BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 Budget	FY2016 Budget Proposal	FY2015 Budget
Liability Insurance	5350	16,500.00	9,750.00	9,750.00
Supplies, Postage & Printing				
Computers, Software & Supplies	5360	34,000.00	34,000.00	38,000.00
Office Supplies & Equipment	5365	10,500.00	10,500.00	14,050.00
Postage	5370	2,500.00	2,500.00	2,000.00
Binding	5375			
Delivery Supplies	5385	15,500.00	15,500.00	15,500.00
Other Supplies	5390	150.00	150.00	150.00
Total Supplies,Postage &Printing		62,650.00	62,650.00	69,700.00
Telephone & Telecommunication	5400	26,100.00	57,200.00	53,244.00
Equipment Rental				
Equipment Rental	5450	25,500.00	25,500.00	16,900.00
Equipment Repair & Maintenance	5455	14,000.00	14,000.00	1,500.00
Total Equipment Rental		39,500.00	39,500.00	18,400.00
Professional Services				
Legal	5500	20,000.00	20,000.00	30,000.00
Accounting	5510	25,000.00	25,000.00	25,000.00
Consulting	5520			
Contractual Staff	5530			
Total Professional Services		45,000.00	45,000.00	55,000.00
Contractual Services				
Information Services Cost	5550	6,275.00	10,025.00	11,640.00
Contract Agreement	5560	2,000.00	2,000.00	
Outside Printing Services	5570	5,040.00	5,040.00	5,040.00
Other Contractual Services	5580	1,300.00	1,300.00	1,300.00
Total Contractual Services		14,615.00	18,365.00	17,980.00
Professional Membership Dues	5700	4,500.00	4,500.00	4,500.00
Miscellaneous	5725	3,500.00	3,500.00	3,500.00
Capital Outlays				
Capital Outlays-Equipment	5750			
Capital Outlays-Computers	5755			45,000.00
Capital Outlays-Furniture & Fix	5760			
Capital Outlays-Bldg & Improve	5765			
Capital Outlays-Land	5770			
Capital Outlays-Vehicles	5775			
Total Capital Outlays		-	-	45,000.00
Total Operating Expenses		2,494,905.53	2,768,324.67	2,757,739.81
Other Financing Sources & Uses				
Transfers From Other Funds	4999			
Transfers To Other Funds	5999	(200,000.00)	(350,000.00)	(300,000.00)
Total Other Financing Sources & Uses		(200,000.00)	(350,000.00)	(300,000.00)
Net Operating Revenue Surplus/(Deficit)		(206,435.11)	784,584.34	425,870.60

FY2016 SPECIAL REVENUE FUNDS BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 IMSA Budget	Revised FY2016 CMC Budget	Revised FY2016 OCLC Budget	Revised FY2016 TMQ Budget	Revised FY2016 Dream Budget	FY2016 Total Budget
FY2015 Net Operating Surplus Carryforward					8,200.00	408,368.74	416,568.74
Operating Revenues							
State Grants							
Area Per Capita	4000						-
Blind & Physically Handicapped - IMSA	4026	275,337.00					275,337.00
Cataloging Maintenance Center - CMC	4027		404,346.00				404,346.00
OCLC	4032			155,271.00			155,271.00
The Marc of Quality - TMQ	4034						-
Dream Grant	4038						-
Other State Grant	4099						-
State Grants Total		275,337.00	404,346.00	155,271.00	-	-	834,954.00
Interest Income	4500						
Fees for Services and Materials							
SHARE Basic Membership Fee	4385						-
Bibliographic Services	4386						-
Add'l Module Fee	4387						-
SHARE Transitional Membership Fee	4388						-
Fees for Services and Materials Total		-	-	-	-	-	-
Other Revenues							
Room Rental	4600						-
Office Leasing	4610						-
Miscellaneous Income	4650						-
Grant Administration Fee	4660						-
E-Rate Funding	4675						-
Other Revenues Total		-	-	-	-	-	-
Total Operating Revenue		275,337.00	404,346.00	155,271.00	8,200.00	408,368.74	1,251,522.74
Operating Expenses							
Personnel							
Library Professionals	5000		168,293.06				168,293.06
Other Professionals	5010	62,824.12	33,280.00	33,750.02		39,117.00	168,971.14
Support Services	5020	85,170.42		40,616.16		65,000.00	190,786.58
FICA	5030	11,321.62	15,882.95	5,859.68		8,203.90	41,268.15
Unemployment Insurance	5035	689.48	861.84	327.50		344.74	2,223.56
Workers' Compensation	5040	219.62	308.11	113.67		159.14	800.54
IMRF	5045	20,751.58	29,516.49	10,738.92		15,035.12	76,042.11
Insurance Benefits	5050	50,504.16	54,111.60	20,562.41		21,644.64	146,822.81
Retention & Wellness	5057						-
Training & Prof Development	5058						-
Temporary Help	5060						-
Recruiting	5070						-
Personnel Total		231,481.00	302,254.05	111,968.36	-	149,504.54	795,207.95
Library Materials							
Printed Materials	5100						-
Nonprinted Materials	5110						-
E-Resources	5120						-
Total Library Materials		-	-	-	-	-	-
Building Grounds							
Rent	5150						-
Utilities	5160						-
Property Insurance	5170						-
Repairs and Maintenance	5180						-
Janitorial Services & Supplies	5190						-

ILLINOIS STATE LIBRARY
FY2016 SYSTEM AREA AND PER CAPITA GRANT APPLICATION
ILLINOIS HEARTLAND LIBRARY SYSTEM

FY2016 SPECIAL REVENUE FUNDS BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 IMSA Budget	Revised FY2016 CMC Budget	Revised FY2016 OCLC Budget	Revised FY2016 TMQ Budget	Revised FY2016 Dream Budget	FY2016 Total Budget
Other Building & Grounds	5195						-
Building Grounds Total		-	-	-	-	-	-
Vehicle Expenses							
Fuel	5200						-
Repairs and Maintenance	5210						-
Vehicle Insurance	5220						-
Other Vehicle Expense	5245						-
Total Vehicle Expenses		-	-	-	-	-	-
Travel, Mtgs & Continuing Edu							
Mileage, Gas & Tolls	5250						-
In-State Travel	5255	3,000.00	2,800.00			15,914.30	21,714.30
Meals-In-State	5260						-
Lodging-In-State	5265						-
In-State Travel Total		3,000.00	2,800.00	-	-	15,914.30	21,714.30
Mileage, Gas & Tolls	5270						-
Out-of-State Travel	5275						-
Meals-Out-of-State	5280						-
Lodging-Out-of-State	5285						-
Out-of-State Travel Total		-	-	-	-	-	-
Registration & Meetings	5290						-
Total Travel Mtgs & Continuing Edu		3,000.00	2,800.00	-	-	15,914.30	21,714.30
Conferences & Continuing Mtgs							
Conferences & Continuing Edu	5300						-
Member Day	5315						-
Long Range Planning	5320						-
Total Conferences & Continuing Mtgs		-	-	-	-	-	-
Liability Insurance	5350						
Supplies, Postage & Printing							
Computers, Software & Supplies	5360					98,355.81	98,355.81
Office Supplies & Equipment	5365	3,800.00	3,000.00	977.27			7,777.27
Postage	5370			2,000.00			2,000.00
Binding	5375						-
Delivery Supplies	5385						-
Other Supplies	5390						-
Total Supplies, Postage & Printing		3,800.00	3,000.00	2,977.27	-	98,355.81	108,133.08
Telephone & Telecommunication	5400	4,016.00	525.00	1,045.00			5,586.00
Equipment Rental							
Equipment Rental	5450						-
Equipment Repair & Maintenance	5455	2,509.00		4,061.00			6,570.00
Total Equipment Rental		2,509.00	-	4,061.00	-	-	6,570.00
Professional Services							
Legal	5500						-
Accounting	5510			10,000.00			10,000.00
Consulting	5520		50,000.00				50,000.00
Contractual Staff	5530					94,780.15	94,780.15
Total Professional Services		-	50,000.00	10,000.00	-	94,780.15	154,780.15
Contractual Services							
Information Services Cost	5550		8,268.08	10,630.00			18,898.08
Contract Agreement	5560						-
Outside Printing Services	5570						-
Other Contractual Services	5580	30,531.00	36,758.00	14,116.00	8,200.00	48,326.00	137,931.00
Total Contractual Services		30,531.00	45,026.08	24,746.00	8,200.00	48,326.00	156,829.08
Professional Membership Dues	5700						-

FY2016 SPECIAL REVENUE FUNDS BUDGET DETAIL

Budget Line Item	G/L Account	Revised FY2016 IMSA Budget	Revised FY2016 CMC Budget	Revised FY2016 OCLC Budget	Revised FY2016 TMQ Budget	Revised FY2016 Dream Budget	FY2016 Total Budget
Miscellaneous	5725						-
Capital Outlays							
Capital Outlays-Equipment	5750						-
Capital Outlays-Computers	5755						-
Capital Outlays-Furniture & Fix	5760						-
Capital Outlays-Bldg & Improve	5765						-
Capital Outlays-Land	5770						-
Capital Outlays-Vehicles	5775						-
Total Capital Outlays		-	-	-	-	-	-
Total Operating Expenses		275,337.00	403,605.13	154,797.63	8,200.00	406,880.80	1,248,820.56
Other Financing Sources & Uses							
Transfers From Other Funds	4999						-
Transfers To Other Funds	5999						-
Total Other Financing Sources & Uses		-	-	-	-	-	-
Net Operating Revenue Surplus/(Deficit)		-	740.87	473.37	-	1,487.94	2,702.18

Revised FY2016 PROPRIETARY FUND (SHARE) BUDGET DETAIL

Budget Line Item	G/L Account	FY2016 Budget Proposal	FY2016 Budget Proposal	FY2015 Budget
FY2015 Net Operating Surplus Carryforward				
Operating Revenues				
State Grants				
Area Per Capita	4000			
Blind & Physically Handicapped - IMSA	4026			
Cataloging Maintenance Center - CMC	4027			
OCLC	4032			
The Marc of Quality - TMQ	4034			
Dream Grant	4038			
Other State Grant	4099			85,547.00
State Grants Total		-	-	85,547.00
Interest Income	4500	250.00	250.00	250.00
Fees for Services and Materials				
SHARE Basic Membership Fee	4385	922,713.00	922,713.00	877,235.00
Bibliographic Services	4386	150,000.00	150,000.00	127,875.00
Add'l Module Fee	4387	22,100.00	22,100.00	21,900.00
SHARE Transitional Membership Fee	4388	61,725.00	61,725.00	100,320.00
Fees for Services and Materials Total		1,156,538.00	1,156,538.00	1,127,330.00
Other Revenues				
Room Rental	4600			
Office Leasing	4610			
Miscellaneous Income	4650			
Grant Administration Fee	4660	42,435.00	42,435.00	88,656.00
E-Rate Funding	4675			
Other Revenues Total		42,435.00	42,435.00	88,656.00
Total Operating Revenue		1,199,223.00	1,199,223.00	1,301,783.00
Operating Expenses				
Personnel				
Library Professionals	5000	317,959.46	327,498.24	303,929.00
Other Professionals	5010	241,489.04	248,733.71	366,398.00
Support Services	5020	198,768.80	204,731.86	117,364.00
FICA	5030	59,743.73	59,743.73	60,258.00
Unemployment Insurance	5035	2,917.51	2,917.51	2,231.00
Workers' Compensation	5040	1,158.95	1,158.95	1,182.00
IMRF	5045	107,808.51	111,422.63	138,775.00
Insurance Benefits	5050	173,157.12	156,040.32	162,909.00
Retention & Wellness	5057			
Training & Prof Development	5058			
Temporary Help	5060			
Recruiting	5070			
Personnel Total		1,103,003.13	1,112,246.96	1,153,046.00

Revised FY2016 PROPRIETARY FUND (SHARE) BUDGET DETAIL

Budget Line Item	G/L Account	FY2016 Budget Proposal	FY2016 Budget Proposal	FY2015 Budget
Library Materials				
Printed Materials	5100	500.00	500.00	500.00
Nonprinted Materials	5110			
E-Resources	5120			
Total Library Materials		500.00	500.00	500.00
Building Grounds				
Rent	5150			
Utilities	5160			
Property Insurance	5170			
Repairs and Maintenance	5180			
Janitorial Services & Supplies	5190			
Other Building & Grounds	5195			
Building Grounds Total		-	-	-
Vehicle Expenses				
Fuel	5200			
Repairs and Maintenance	5210			
Vehicle Insurance	5220			
Other Vehicle Expense	5245			
Total Vehicle Expenses		-	-	-
Travel, Mtgs & Continuing Edu				
Mileage, Gas & Tolls	5250			6,000.00
In-State Travel	5255	8,000.00	8,000.00	1,080.00
Meals-In-State	5260			
Lodging-In-State	5265			
In-State Travel Total		8,000.00	8,000.00	7,080.00
Mileage, Gas & Tolls	5270			
Out-of-State Travel	5275	852.00	8,000.00	9,820.00
Meals-Out-of-State	5280			
Lodging-Out-of-State	5285			
Out-of-State Travel Total		852.00	8,000.00	9,820.00
Registration & Meetings	5290	2,250.00	2,250.00	2,250.00
Total Travel Mtgs & Continuing Edu		11,102.00	18,250.00	19,150.00
Conferences & Continuing Mtgs				
Conferences & Continuing Edu	5300	2,500.00	2,500.00	2,000.00
Member Day	5315			
Long Range Planning	5320			
Total Conferences & Continuing Mtgs		2,500.00	2,500.00	2,000.00
Liability Insurance	5350			
Supplies, Postage & Printing				
Computers, Software & Supplies	5360	7,000.00	7,000.00	7,000.00
Office Supplies & Equipment	5365	500.00	500.00	500.00
Postage	5370	1,000.00	1,000.00	1,350.00
Binding	5375			
Delivery Supplies	5385			

Revised FY2016 PROPRIETARY FUND (SHARE) BUDGET DETAIL

Budget Line Item	G/L Account	FY2016 Budget Proposal	FY2016 Budget Proposal	FY2015 Budget
Other Supplies	5390			
Total Supplies,Postage &Printing		8,500.00	8,500.00	8,850.00
Telephone & Telecommunication	5400	19,500.00	28,500.00	28,397.00
Equipment Rental				
Equipment Rental	5450			
Equipment Repair & Maintenance	5455	672.00	672.00	672.00
Total Equipment Rental		672.00	672.00	672.00
Professional Services				
Legal	5500	1,000.00	1,000.00	1,000.00
Accounting	5510	6,000.00	6,000.00	6,000.00
Consulting	5520			
Contractual Staff	5530			
Total Professional Services		7,000.00	7,000.00	7,000.00
Contractual Services				
Information Services Cost	5550	182,429.00	182,429.00	168,579.00
Contract Agreement	5560			
Outside Printing Services	5570			
Other Contractual Services	5580	510.00	510.00	510.00
Total Contractual Services		182,939.00	182,939.00	169,089.00
Professional Membership Dues	5700	100.00	100.00	100.00
Miscellaneous	5725			
Capital Outlays				
Capital Outlays-Equipment	5750	20,000.00	20,000.00	50,750.00
Capital Outlays-Computers	5755			
Capital Outlays-Furniture & Fix	5760			
Capital Outlays-Bldg & Improve	5765			
Capital Outlays-Land	5770			
Capital Outlays-Vehicles	5775			
Total Capital Outlays		20,000.00	20,000.00	50,750.00
Total Operating Expenses		1,355,816.13	1,381,207.96	1,439,554.00
Other Financing Sources & Uses				
Transfers From Other Funds	4999	200,000.00	350,000.00	300,000.00
Transfers To Other Funds	5999	(142,500.00)	(142,500.00)	(142,500.00)
Total Other Financing Sources & Uses		57,500.00	207,500.00	157,500.00
Net Operating Revenue Surplus/(Deficit)		(99,093.13)	25,515.04	19,729.00

3.1 FY2016 Operational Plan

System Operational Plan
Heading into our fifth year of operation, envisioning a plan of service for the Illinois Heartland Library System is an exciting endeavor. As library systems celebrate 50 years of serving Illinois citizens, the rich and vibrant culture of resource sharing is alive and thriving.

A. **Administrative:** Administrative Services are necessary to keep our agency running smoothly and able to serve our members. In FY 16, these services will focus on:

- The development and implementation of a strategic plan for the library system.
- Endeavors to improve communication with all IHLS stakeholders.
- Continued training and implementation of additional modules in the Abila software.

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
Communications	1. Effective and Efficient Communication with IHLS Stakeholders	A. To support and maintain an interactive website to assist member libraries in the effective utilization of IHLS services	(1). Ensure timely website information by routine updates
			(2). Review website to enhance visibility and usability
			(3). Receive and post job postings, for internal positions, positions at member libraries, and outside libraries
			(4). Investigate feasibility of membership web portal to consolidate information that is relevant to each member
		B. To support communication among stakeholders through the utilization of Web Conferencing Tools	(1). Continue regularly scheduled activities such as Connect with Leslie, Online Chats for Library Directors and Regularly Scheduled SHARE Chats
			(2). Reconvene the Advisory Council by scheduling town hall meetings throughout our service area and utilizing video teleconferencing to reach a better audience
		C. To keep stakeholders informed on what is happening at the system, statewide and national levels	(1). Produce and distribute electronic newsletter on a regular basis to approximately 2,500 subscribers

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
Communications			(2). Produce and distribute a monthly newsletter to IHLS Staff
			(3). Explore the possibility of a Trustee newsletter by targeting specific library types
			(4). Delayed due to funding deficit
		D. To work cooperatively with ISL, RAILS and other stakeholders to provide excellent library services	(1). As possible, support statewide library initiatives
Human Resources	1. Support and Development of IHLS Staff	A. Have a diverse pool of qualified candidates	(1). Use resources such as: Monster.com; IHLS; ILA; Illinois JobLink; Non-Profit Network; Craigslist; U of I; Lindenwood University; as well as regional job fairs
		B. Ensure IHLS has a legal workforce	(1). For all final candidates use resources such as: System Award Management, County Court Records; Homeland Security, Office of Attorney General; Transcript Clearinghouse
			(2). Ensure Pre-Employment screening for Drug-Free Work Place through Quest Labs
			(3). Ensure operations staff is qualified with a Fit for Duty Exam
		C. All new hires have a formal orientation	(1). Introduce new employees to IHLS policies, rules, procedures and staff on their date of hire
		D. IHLS staff will be provided with workplace support	(1). HR Director will visit each hub on a regular basis
			(2). Trainings on safety, sexual harassment and diversity will be offered on a regular basis

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
Human Resources			(3). All staff day will be held
			(4). Trainings will be developed for managers and supervisors
			Cancelled due to funding deficit
			(6). Staff will be supported and celebrated with wellness and retention activities
			(7). Staff will be encouraged to participate in professional organizations and attend conferences as appropriate
		E. Ensure HR compliance and procedures are up to date with current employment laws	Cancelled due to funding deficit
		F. To provide professional development for staff	Cancelled due to funding deficit
IT	1. To provide the IT support necessary for IHLS to function efficiently	A. Provide support for Core System Services	(1). Provide software and technical assistance for members of the LLSAP as it relates to the services of SHARE
			(2). Support IHLS staff at all office locations and provide remote support through applications like TeamViewer and Adobe Connect. Changed software provider due to funding deficit
			(3). Maintain internal and external web services for IHLS, SHARE as well as support for IMSA sites

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
IT			(4). Maintain SHARE helpdesk software to track and repair problems reported by SHARE membership
			(5). Work with Operations to implement and maintain the driver counting project utilizing tablets
			(6). Support all internal and external servers and services that relate to the daily functions of IHLS. Including telephone servers, internal file servers, cloud services, finance servers, etc.
Board Support	1. Create a seamless process for future board and committee meetings	A. Work with members to determine what works best for them. Create processes that will eliminate delays and will increase communication. Created quarterly calendar to provide one stop for all meetings	(1). Provide support for monthly meetings for the board and six committees
	2. 100% State and Federal compliance IHLS/Board	A. Ensure all board members are compliant with regards to state and federal law. Ensure all material is updated	(1). Submit all compliance documentation to board members as requirements annually/or and when new board members come on board
Record Retention	1. Retain and purge materials on an approved schedule	A. Researching, compiling, assimilating and preparing material (using executive team resources) to ensure that all data is handled in compliance with approved records retention policies	(1). Continue the process begun with the merger of the four legacy systems
			On hold due to funding deficit, not enough staff to properly attend to this process

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
Grant Document Tracking	1. Maintain and track all grant documenta-tion and due dates	A. To create tracking data sheet and notification process	(1). Submit all grants and submissions by deadline on the quarterly basis required
Membership	1. Membership of all system agencies will be reviewed on an annual basis	A. To support the Annual Certification process supported by IHLS Staff	(1). Staff will monitor and follow-up with libraries having membership challenges, as well as libraries interested in joining the automation consortium
Networking	1. To make IHLS an active partner in statewide and national initiatives that support enhanced library service	A. To support the Illinois Service Hub Application to the Digital Public Library of America (DPLA)	(1). The Cataloging Maintenance Center will write metadata and other transcripts as needed
			(2). IHLS will disseminate information to all members regarding how they can participate in the DPLA project moving forward
			(3). IHLS will work with the ISL and other library organizations to promote the DPLA service hub statewide
		B. To support professional development and continuing education opportunities for member libraries	(1). Partner with statewide stakeholders in planning the combined "Library State of Mind" Conference for the fall of 2015
			(2). Explore opportunities for shared services in consulting and continuing education
			(3). Participate, as asked, in committee work that will benefit our stakeholders
Accounting Operations	1. On time delivery of financial reports	A. Fiscal year audit completed and submitted to Illinois State Library by September 30, 2015	(1). Analysis of FY2015 transactions and adjusting entries in July
			(2). Auditing firm on-site in August, 2015

ADMINISTRATIVE			
Service Priority	**Goal**	**Objective**	**Activities**
Accounting Operations		B. All grant reports submitted to Illinois State Library 15 days after end of fiscal quarter	(1). All transactions for the month prior must be received by the 10th day of the month
		C. Statement of activities, bill list, credit card transaction report and cash flow analysis reports completed middle of following month	(1). All transactions for the month prior must be received by the 10th day of the month
	2. Continued implementation of Abila financial management software	A. Implement paperless timekeeping and payroll processing system	(1). Hours worked will be input into HR system when worked
			(2). Direct deposit vouchers to be emailed to employees
		B. Develop implementation schedule for Human Resources Information System (HRIS) component of Abila software	(1). Investigate employee self-service information options for the organization
		C. Appropriate staff have real time access to financial data for budgeting purposes	(1). Department and grant managers set up with executive view rights for their areas of responsibility only on accounting software
	3. Financial procedures consistent with current fiscal climate	A. Updated credit card program	(1). Evaluate vendor, policy and staff usage
		B. Implement pre-approval process for purchases	(1). Excluding fuel card and routine transactions, prior approval required from Executive Director or Chief Fiscal Officer
Long Range Planning	1. Three-year plan	A. Combine board, member and staff input with current fiscal climate to direct system services into the near future	(1). Committee and executive staff team draft report to board
			(2). Board accepts report with or without modifications
			(3). Begin implementation of long range plan components

B. **Bibliographic Access**: As a cornerstone of resource sharing, Bibliographic Access services in FY16 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.
- After requesting our assistance, RAILS staff opted to complete their own cataloging and/or training to their members.

BIBLIOGRAPHIC ACCESS			
Service Priority	**Goal**	**Objective**	**Activities**
Cataloging Services for SHARE	1. To provide cataloging Services for SHARE member libraries	A. To provide a full level OCLC bibliographic record for the SHARE database	(1). Catalog materials and set holdings in OCLC WorldCat. Import bibliographic records into the SHARE database
			(2). Staff will maintain statistics documenting the number of items cataloged and the libraries for whom they were cataloged
		B. To answer questions concerning searching/matching, item information, how to find, and statistics, etc. for SHARE member libraries	(1). Answer emails, answer help tickets and phone calls
		C. To input "on order" bibliographic records and equipment records for member libraries	(1). Input bibliographic records into SHARE based on information from forms and e-mails
	2. To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database	A. User access to information resources will be improved as the result of the SHARE database containing fewer less than full level bibliographic records and fewer duplicate bibliographic and authority records	(1). Identify and merge duplicate bibliographic records found in SHARE database; check for and remove provisional bibliographic records; check for and mark ON THE FLY bibliographic records

BIBLIOGRAPHIC ACCESS			
Service Priority	*Goal*	*Objective*	*Activities*
Cataloging Services for SHARE			(2). Import weekly authority record changes and make corrections as necessary
			(3). Create and maintain local serial authority records for titles found in SHARE
Cataloging Training	1.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	A. For "Cataloging" libraries to maintain 15 hours of cataloging continuing education per fiscal year	(1). Monthly Cataloging Sessions via Adobe Connect; Monograph Cataloging; Authority/Subject Analysis; OCLC Connexion and other classes
		B. For member libraries to correctly search and match to bibliographic records found in the SHARE database based on item in hand or question from patron	(1). Monthly Cataloging Sessions; Monthly Chat session; Reports training; and other as needed training
Cataloging Maintenance Center	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	A. User access to information resources will be improved as the result of LLSAP databases containing fewer "less than full level" bibliographic records and fewer duplicate bibliographic and authority records	(1). Identify records that lack OCLC accession numbers in the IHLS SHARE database, and coordinate with the holding libraries in order to find full level OCLC records, import into the SHARE database and delete the older record
			(2). Provide full level OCLC records for substandard local records from the RAILS PrairieCat database---requesting physical items when necessary in order to identify or upgrade corresponding OCLC records---to PrairieCat staff for importation into PrairieCat

BIBLIOGRAPHIC ACCESS			
Service Priority	*Goal*	*Objective*	*Activities*
Cataloging Maintenance Center			(3). Identify and merge duplicate bibliographic and authority records in the SHARE database
			(4). SHARE will maintain quarterly spreadsheets documenting the number of bibliographic records upgraded and for whom, and the number of duplicate bibliographic and authority records merged in the SHARE database
		B. User access to Illinois libraries' special collections will be established via CMC cataloging of these resources	(1). Continue to publicize this service via the IHLS web site and contacts with Illinois LLSAP staff and current service recipients
			(2). Use system courier service and ILDS for transport of special collections materials to and from the CMC
			(3). Travel to libraries to catalog materials too fragile or unique for transport via courier
			(4). Catalog materials and set holdings in OCLC WorldCat and supply RAILS LLSAP staff with the resultant bibliographic records. CMC staff will import the resultant records into SHARE
			(5). Staff will maintain statistics documenting the number of items cataloged and the libraries for whom they were cataloged
		C. Contribute at least 100 name or uniform title authority records to the Library of Congress Authorities	(1). IHLS catalogers will submit works requiring new name and/or uniform title authority records to NACO trained CMC staff

BIBLIOGRAPHIC ACCESS			
Service Priority	**Goal**	**Objective**	**Activities**
Cataloging Maintenance Center			(2). Staff will create and distribute authority records via OCLC Connexion and, when necessary, supply the resultant records to LLSAP staff for importation
			(3). Staff will maintain statistics documenting authority record creation
	2. To support access to digitalized information found in Illinois libraries and at IDA by providing information on formation and content of metadata	A. User access to digitalized information will be established by CMC providing metadata for these items	(1). Publicize this service via the IHLS web site and contacts with Illinois LLSAP staff and current service recipients
			(2). Work with the library to determine what information is needed for metadata, where metadata and digital images will reside, and create the metadata if necessary
			(3). Staff will maintain statistics documenting the number of items for which metadata was created and the library for whom the metadata was created
After requesting our assistance, RAILS staff opted to complete their own cataloging and/or training to their members			

BIBLIOGRAPHIC ACCESS			
Service Priority	Goal	Objective	Activities
TMQ (The MARC of Quality)	1. Improve the quality of the SHARE database, thus improving user access to information resources	A. Analyze reports from TMQ and anticipate decreases in error rates	(1). Identify and merge duplicate bibliographic records in the SHARE database
			(2). Make corrections to bibliographic records as found on reports from TMQ
	2. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing	A. To keep a statistical count of how many holding records are added to and deleted from OCLC	(1). Maintain spreadsheets documenting the number of WorldCat holdings altered, as reported by WorldCat

C. **Resource Sharing** efforts during FY16 are as follows:

- Highlight the focus on full participation in resource sharing within 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 DREAM Grant. Of particular focus will be a concerted effort to raise awareness and participation among our school district members. 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			
Service Priority	**Goal**	**Objective**	**Activities**
LLSAP (SHARE)	1. Provide an innovative resource discovery, sharing and delivery system	A. Encourage Resource Sharing	(1). Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies regarding resource sharing
			(2). Assist member libraries in promoting their participation in reciprocal borrowing within IHLS and statewide
			(3). Maintain non-resident borrower card purchase locations on the IHLS website
			(4). Promote the resource sharing capabilities of the LLSAP to all member libraries
			(5). Support patron initiated ILLINET interlibrary loan for LLSAP members

RESOURCE SHARING			
Service Priority	**Goal**	**Objective**	**Activities**
LLSAP (SHARE)			(6). Provide training on how to effectively use tools for ILLINET interlibrary loan beyond the LLSAP using OCLC WorldShare
			(7). Utilize training on the SHARE Polaris platform for all available modules across a variety of delivery methods. When appropriate, ILLINET interlibrary loan, reciprocal borrowing and reciprocal access as well as copyright will be addressed
			(8). Monitor the progress of member agencies in adopting the recommendations of the revisions in delivery and ILL policies and processes
			(9). Explore the cost and capability of interoperability with libraries independent of the LLSAPs
		B. Provide a framework for members to participate in a state-of-the-art integrated library system	(1). Act as legal and financial authority for SHARE
			(2). Manage the SHARE investment account
			(3). Continue to evaluate current LLSAP policies and the development of uniform policies for SHARE with the SHARE Executive Committee. Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP services
			(4). Apply for appropriate grants to provide enhancements to the SHARE catalog

RESOURCE SHARING			
Service Priority	**Goal**	**Objective**	**Activities**
LLSAP (SHARE)			(5). Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS and other shared databases
			(6). Assist with the migration of libraries who do not wish to continue to participate in the SHARE LLSAP
			(7). Support the SHARE Helpdesk to track concerns and technical issues with the ILS
			(8). Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries. Provide software and technical support for members of the LLSAP
LLSAP Development	1. Increase members participating in SHARE	A. Continue to promote the growth of SHARE through the DREAM Grant opportunity	(1). Libraries will continue to be made aware of the grant opportunity in conjunction with the focus on full participation in Resource Sharing
ILLINET Interlibrary Loan Code	1. Increase familiarity and compliance with the ILLINET Interlibrary Loan Code	A. Provide educational opportunities for member agencies to learn the implications of the revised ILL Code	(1). Online and in person formats will be used to reach out and train our multi-type membership
		B. Monitor the progress of member agencies in adopting the recommendations of the revisions in the ILL Code	(1). SHARE Circulation & Resource Sharing staff will maintain regular contact with member libraries to help ensure understanding and compliance with the ILL Code

RESOURCE SHARING			
Service Priority	**Goal**	**Objective**	**Activities**
eResources	1. Increase familiarity with and utilization of eResources	A. Increase use of eResources in SHARE member libraries including (but not limited to) eRead Illinois, eMagazines and third-party databases	(1). Contact various eResource providers to obtain quotes and information about their services to provide to member libraries, via posting on the SHARE website and email messages
			(2). Provide on-site assistance to library staff on use of eResources, who will, in turn, provide training to their patrons
			(3). Create training videos and materials for member library use
			(4). Work on integrating eResources with Polaris, to facilitate ease of patron use of eResources
			(5). Develop an eResource Committee to review products, policies, and practices. The committee will be populated by representatives of the SHARE governing organization, SHARE member libraries, and SHARE staff
			(6). Develop consortia for the purpose of sharing electronic resources, as appropriate to meet the needs of interested library members and their patrons

D. **Consulting and CE**: The value of consulting and continuing education opportunities have been voiced loud and clear by our members for the past four 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 (108 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			
Service Priority	**Goal**	**Objective**	**Activities**
Consulting Services	1. To be responsive to the expressed needs of member libraries for consulting services	A. Visits to 20% of IHLS Libraries. 108 of the 540 IHLS Libraries will be visited in FY16	(1). Priority visits will be to new directors of public libraries, libraries interested in the DREAM grant and at-risk schools
			(2). Site visits will also be scheduled with libraries that express specific needs, eg: A presentation for a board or administrators on a specific topic
			(3). System Staff will also be available to work with local special interest groups
Continuing Education	1. To provide continuing education opportunities as allowed by ISL directive	A. Provision and identification of opportunities that will assist member libraries in understanding and complying with applicable State statutes and administrative rules; and with the system's bylaws, policies and services	(1). Particular focus will be made in FY 16 on the revision of system standards and the ILLINET Interlibrary Loan Code. A variety of educational opportunities will be offered to ensure the information is disseminated as widely as possible
			(2). Implementation of the 2nd Annual Member Day

CONSULTING AND CE			
Service Priority	**Goal**	**Objective**	**Activities**
Continuing Education			(3). The development of annual HR workshops to increase the knowledge of employment law for our members. These will be offered in multiple formats
			(4). IHLS Staff will actively promote continuing education offered by the Illinois State Library, The Illinois Library Association and the Illinois School Library Media Association
			(5). Through available communication tools, IHLS will share information regarding appropriate continuing education opportunities that would be of interest to our members

E. **DELIVERY**: The focus of delivery services offered by the Illinois Heartland Library System in FY 16 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.

DELIVERY			
Service Priority	**Goal**	**Objective**	**Activities**
Delivery Services	1. Efficient provision of delivery services designed to support resource sharing among IHLS members	A. To comply with recommendations put forth by the Statewide delivery committee	(1). IHLS Staff will monitor compliance progress on an ongoing basis
		B. To make 5 day a week delivery available to our libraries. (SMART Delivery)	(1). Zone libraries in each of the hubs to enable libraries to be added or deleted from a route depending on need
			(2). Use SHARE software to generate reports that will support SMART Delivery
		C. To ensure the process moves in a timely fashion	(1). Current delivery staff hours will be reconfigured to allow for dedicated drivers and dedicated sorters
		D. To develop Community Concept Partners	(1). Identify and develop 10 Community Concept Partners based on geography and delivery volume
			(2). Solicit early adopters for the project
		E. To support a delivery help desk	(1). Concerns submitted to the help desk will be dealt with by delivery staff in a timely manner
		F. To evaluate our service and determine areas of improvement and focus	(1). Administer an annual delivery survey

DELIVERY			
Service Priority	**Goal**	**Objective**	**Activities**
Delivery Services		G. To quantify the impact of the delivery service	(1). Conduct delivery item counts at regular intervals, using SHARE software, and manually counted items for non-SHARE members
	2. Provision of accurate information and educational tools to support delivery	A. To revise the delivery section of the IHLS website	(1). Delivery section will be revised to include training materials that will be created to explain all aspects of delivery--- from packing a tub to filling out a label correctly
		B. To provide continuing education on delivery	(2). Utilize newsletters such as the SHARE newsletter and the Moving Forward Together newsletter to share delivery tips that will be designed to inform members of the practices in delivery
	3. Accurate member library data in L2 (Library Learning)	A. Quarterly review of member library data in L2 (Library Learning)	(1). Verify member data including route information after each counting period

F. **Illinois Machine Sublending Agency:** In FY16, the Illinois Machine Sublending Agency (IMSA) will:

- Serve all persons eligible for service within the State of Illinois.
- Accept custodial responsibility for all audio players and accessories assigned to them.
- Support Braille and Audio Reading Download Services (BARD).
- Act as Outreach Provider in the southern part of the state.

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services	1. IMSA will serve all persons eligible for service within the state of Illinois as stipulated in the Lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment (NLM 9.5). This is also in accordance with RSG Section 1, "Provision of Services;" and Section 2, "Resource Development and Management."	A. To comply with "Lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment" from the National Library Service (NLM 5.8)	(1). IMSA will maintain regular business hours and provide service 40 hours per week as stipulated in RSG 1.5.b
		B. IMSA will accept custodial responsibility for all audio players and accessories assigned to them as stipulated in NLM 5.8	(1). IMSA will inspect and clean all returned equipment; perform minor equipment repairs; send items requiring more extensive repair to Telephone Pioneers or to the manufacturer for warranty
			(2). IMSA staff will clean and prepare for circulation, all returned playback equipment and accessories that are deemed to be in good working order and return them to available inventory

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services			(3). IMSA will seek assistance, advice and/or training from NLS, ISLTBBS, Telephone Pioneers or other appropriate group to ensure proper care and cleaning of playback
		C. IMSA will maintain inventory control over all sound reproducers and other reading equipment assigned to it and will provide statistics and reports with reasonable promptness as required in the MLA agreement (NLM 5.8)	(1). To keep machine and equipment records accurate and current in the KLAS system for efficient access and reporting
			(2). To make a monthly abbreviated report to NLS on the status of playback equipment, headphones, pillow phones, and remote control units assigned to it as stipulated in NLM 9.2.3
		D. Subject to availability, IMSA shall maintain sufficient inventories to ensure provision of playback equipment and accessories within 2 (two) business days of a patron application or request as stipulated in the MLA Service Agreement (NLM 5.8) and (RSG 1.2.b and 2.10.c)	(1). IMSA will continue to integrate digital machines into service according to nationwide NLS and statewide ISLTBBS guidelines, policies and recommendations as stipulated in RSG 1.2.c.

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services		E. To account for appropriate use of library equipment	(1). IMSA uses procedures established by NLS and ISLTBBS and other standard library practices to maintain proper inventory control of all equipment. Playback equipment records are maintained in KLAS as stipulated in RSG 1.3
			(2). To conduct an annual self- inventory following the records purge process
		F. To act as Braille and Audio Reading Download (BARD)	(1). IMSA will respond to BARD inquiries in a timely manner. Responses will be made in a format convenient to the patron and may include oral instructions, written tutorials or instructions, links to video helps, and other formats. In the event an IMSA staff person is unable to effectively respond to a BARD inquiry, the patron will be instructed to contact the National Library Service BARD help desk
			(2). IMSA will maintain monthly statistics on the number of BARD inquiries received
			(3). IMSA will correspond with NLS regarding BARD and machine issues

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services	2. To participate in the planning, coordination and evaluation of Illinois Talking Book service, and to ensure appropriate provision of service by staying informed of current procedures and trends relating to Talking Books, the National Library Service/Library of Congress and librarianship in general. This is in accordance with the following sections of RSG: Section 3, "Public Education and Outreach covers developing and implementing a coordinated public awareness, education, and outreach plan;" Section 10, "Reports, Statistical and Narrative" covers reporting standards required to monitor LOC/NLS use and performance and to plan future initiatives; Section 11, "Personnel," covers staffing and employee development standards for network libraries	A. To act as outreach representative for events in the southern part of the state	(1). At the request of the ISL or the Illinois Talking Book Outreach Center, IMSA will act as outreach representative for events in the southern part of the state. Because IMSA is the southernmost Talking Books agency in Illinois, it is practical to act in the outreach capacity for southern Illinois
			(2). IMSA will market the Illinois Network of Talking Book and Braille Libraries through radio, and participation in outreach events throughout Southern Illinois

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services		B. To participate in all planning meetings to coordinate and/or evaluate Talking Book services as provided by the Illinois Network of Talking Book and Braille Libraries. Meetings are either in person or virtual as determined by ISLTBBS and in accordance with RSG 11.12, which encourages continuing education and site visits for staff at all levels	(1). The manager and/or an appointed staff member will participate in quarterly meetings with the directors from each Illinois Talking Book agency (RSG 11.12.b)
			(2). As needed, the manager and/or staff will organize and/or attend any meetings and/or other coordinated efforts to develop, amend, or evaluate service to Illinois Talking Book patrons (RSG 10)
		C. To gain experience and knowledge about the Talking Books program and related topics in order to ensure appropriate provision of services and to provide accurate and current information to interested persons	(1). Take advantage of staff development opportunities that may enhance staff proficiency and efficiency. Due to shuttering of IMSA, these opportunities will be limited and focused on job training for staff

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services			(2). Closely monitor all correspondence from NLS/LOC and the ISLTBBS and work cooperatively with Talking Book Centers in the state to share information and ideas
			(3). Take advantage of staff development opportunities that may enhance staff proficiency, efficiency or morale (RSG 11.12)
	3. To ensure efficient and successful provision of service in accordance with the following sections of the RSG: Section 5, "Volunteers," addresses issues related to the use of volunteer services; Section 6, "Administration and Organization," discusses the responsibilities of various agencies, administrative units, and network library types within the system; Section 8, "Planning and Evaluation," addresses long-range and strategic planning efforts and associated evaluation efforts; Section 9, "Policies and Procedures," relates to policies both for patrons and for library operations; Section 11, "Personnel," covers staffing and employee development standards for network libraries."	A. In accordance with RSG 6, IMSA will comply with: Laws and regulations pertaining to rights of and services to persons with disabilities; NLS policies and procedures, according to the direction of the Illinois Regional Library (ISLTBBS); and with sensitivity to the concerns of Illinois Talking Book patrons	(1). Provide all information and materials available to patrons in the requested accessible format (large print, audio, Braille or electronic)
			(2). The manager or an appointed staff member will attend ISLTBBS Advisory Committee meetings (RSG 11.13)

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services			(3). Maintain communication with the ISLTBBS and comply with all contractual and operational procedures
		B. IMSA's contract will be developed, fulfilled and guided by the stated needs of Illinois Talking Book patrons as determined by patron satisfaction surveys and input from the ISLTBBS Advisory Committee	(1). Quarterly and annual reports will document all progress made toward meeting Plan of Service objectives
		C. In accordance RSG 9, IMSA will follow written policies and procedures for operations designed to meet service goals and ensure consistent service for all Illinois Talking Book patrons	(1). Work with the ISLTBBS and Illinois TBCs to evaluate and revise existing policies as needed, and to develop statewide policies for distribution of any new format, including digital books and machines
			(2). Work with the ISLTBBS and Illinois Talking Book agencies to communicate service and distribution policies to patrons
			(3). Work with ISLTBBS to transition IMSA from Du Quoin to ISLTBBS
		D. In accordance with RSG 11, IMSA will employ qualified staff as an equal opportunity employer in compliance with all state and federal laws and NLS Standards, and will manage staff and facilities to efficiently provide the highest possible quality of service	

IMSA			
Service Priority	**Goal**	**Objective**	**Activities**
IMSA Services			(1). IMSA's administration reserves the right to organize or reorganize workflow and allocate or re-allocate the duties of new and existing employees as needed in order to efficiently provide quality service
	4. To account for the appropriate acquisition and utilization of funds, library materials and equipment provided by the Illinois State Library, Illinois State Library Talking Book and Braille Service, National Library Service/Library of Congress, and outside funding sources in accordance with RSG 7: "Budget and Funding," provides standards for managing and administering network library finances, and Section 10:: "Reports, Statistical and Narrative," covers reporting standards required to monitor LOC/NLS use and performance and to plan future initiatives	A. Account for the appropriate utilization of funds	(1). The IMSA Manager, in cooperation with the IHLS Chief Financial Officer, will prepare a revised budget for FY16 including costs of shuttering the program for IMSA
			(2). The IMSA Manager will submit financial reports to Illinois State Library and Illinois State Library Talking Book and Braille Service quarterly

3.1   Operational Plan – Unmet Core Services

At this time, the Illinois Heartland Library System meets all core services as defined by the Illinois State Library through the System Area and Per Capita Grant. We strive to continually improve services to members as funding and technology allows.

Illinois Heartland Library System   Attachment "A"
16-2002-TBC

FY 2016 Secretary of State Talking Book Center Budget:

Budget Item	(use whole dollar amounts)
1. SALARIES/WAGES/BENEFITS	$ 231,481.00
2. CONSULTANT FEES	$ 0.00
3. TRAVEL	$ 3,000.00
4. SUPPLIES/MATERIALS	$ 3,800.00
5. EQUIPMENT	$ 6,525.00
6. SERVICES	$ 5,500.00
7. FACILITIES AND ADMINISTRATIVE COSTS	$ 25,031.00

Total FY2016 Talking Book Center Grant Award $ 275,337.00

APPROVED BY:

_____   _____
ISL Staff Member Signature   Date

_____   _____ _____
Library Staff Member name   Title   Date

Illinois Machine Sublending Agency (IMSA) in FY16

On January 12, 2016, the Illinois Heartland Library System was formally informed that: "The FY16 TBSS Grant will be funded at $622,309 for RAILS and $290,187 for IHLS with the outcome that these projects may be shuttered and moved by ISL by June 30, 2016 per NLS Guidelines. These FY16 TBSS grant are the final awards for this program."

It was immediately apparent to the Illinois Heartland Library System Board of Directors and administrative staff that IHLS funds would not be available to fund this grant past June 30, 2016. With the intent of moving the program to the Illinois State Library, the transition process began.

Per the request of the Illinois State Library, an amended budget was prepared and submitted. The budget narrative is included in the revision submitted to the ISL on behalf of IHLS. The revised budget includes:

- Salaries: For four staff members. The figure budgeted also includes the costs associated with termination, including a board approved severance package and any vacation buy-out.
- Travel: Monies remain in this budget line to cover the cost of staff travelling to ISL for any training that might need to happen.
- Supplies and Materials: Enough to see the department through the end of the year.
- Equipment: This will cover the cost of the phone and copier.
- Services: This line item includes estimated moving expenses to transfer materials from Du Quoin to the Illinois State Library
- Facilities: 10% of the direct cost.

The total request for $275,337 is more than $14,000 less than the proposed amount of $290,000. If monies remain at the end of the grant period, the amount should not be overwhelming.

Revisions to the IMSA plan of service are reflected in the revised FY16 Area and Per Capita Grant application that is currently being submitted to the Illinois State Library. For the remaining quarter of the current fiscal year, day-to-day operations will continue with the added responsibility of working with statewide colleagues to transition the program.

The manager of the Illinois Machine Sublending Agency in Du Quoin has been in regular contact with the director of the Illinois State Library Talking Book and Braille Service (TBBS) as well as colleagues at the Outreach Center in Burr Ridge and the office at the Chicago Public Library.

Prepared by Ellen Popit, IHLS Grants and Membership Director
March 2016

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Illinois Machine Sublending Agency (IMSA)
Transition Timeline

January 12, 2016   Memo from Illinois State Library indicating that "The FY16 TBSS Grant will be funded at $622,309 for RAILS and $290,187 for IHLS with the outcome that these projects may be shuttered and moved to ISL by June 30, 2016 per NLS Guidelines. These FY16 TBSS grants are the final awards for this program."

February 4, 2016   IHLS Board approved severance package to apply to all IHLS employees who might face a job loss due the elimination of a job or entire program.

March 22, 2016   IHLS Board formally approves the shuttering of the Illinois Machine Sublending Agency and moving that program to the Illinois State Library.

March 31, 2016   A revised budget, budget narrative and transition timeline for IMSA is submitted to ISL.

April-May, 2016   Transition work at IMSA will include:

1. *Communicating with ISL (Illinois State Library) and sharing day to day information regarding procedures followed at IMSA. This includes documents and policies.*
2. *ISL sends out C1 (Cassette machine) recall letter per NLS with instructions for machines to be sent to IMSA prior to May 30, 2016.*
3. *Recalled C1 machines will continue to arrive at and be processed by IMSA through the transition.*
4. *IMSA begins using ISL address as return address for machines (not including C1 machines which are being recalled). Machines start arriving at ISL, information is sent to IMSA staff who continue to document machines in system.*
5. *IMSA will continue to forward all information/ procedures as needed to the ISL.*
6. *IMSA will remain in communication with ISL to answer any questions about day to day/ future operations as needed.*
7. *ISLTBBS (Illinois State Library Talking Book and Braille Services) travel to Du Quoin location as needed to observe day to day procedures.*
8. *IMSA manager/ staff travel to ISL as needed to train/ assist ISL staff.*

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9. *IMSA ceases ordering new digital machines, and instead sends patrons used digital machines in order to decrease back stock of used digital machines.*

April 22, 2016   Deadline for IMSA grant reporting for 1st three quarters of FY16.

May 9-12, 2016   Delivery of the majority of equipment to the Illinois State Library.

May-June, 2016   Transition work at IMSA will include:

1. *IMSA continues day to day operations as ISL gets set up and ready to completely transition to full service.*
2. *IMSA staff travel to ISL to assist/ train as needed.*
3. *Month of June: ISLTBBS completes all reports/ responsibilities for the machine lending agency. IMSA provides support and guidance as needed. IMSA/IHLS is responsible for any FY16 grant reports, closing out the grant and returning unspent funds.*
4. *IMSA cleans out any files not transitioned and shreds any sensitive information.*
5. *IMSA remains on call to assist/ answer questions for the ISL for the last month.*
6. *IMSA remains in communication with the USPS (United Stated Postal Service) to ensure that mail to Du Quoin location will be forwarded to ISL and stop completely by June 30th.*
7. *Per ISLTBBS suggestion, have mail forwarded to ISLTBBS beginning June 16th, 2016.*
8. *IMSA continues to process any C1 machines not forwarded to ISLTBBS and send to recycling.*
9. *IMSA forwards on any mail/ equipment/ accessories to the ISL as appropriate and determined by type of equipment/ accessory as well as shape it is in.*
10. *IMSA remains active to answer any questions from ISLTBBS as well as any patrons who call for assistance.*
11. *IMSA removes all personal belongings and cleans out cubicles.*

June 30, 2016   Illinois Machine Sub-Lending Agency Closed at end of business day and be completely transitioned to the Illinois State Library.

Prepared by Sarah Varner, IMSA Manager
Ellen Popit, IHLS Grants and Membership Director
March 2016