



Illinois Heartland Library System



FY2017 ANNUAL REPORT

"IMAGINING TOMORROW – DELIVERING POSSIBILITIES TODAY"

FY2017 SYSTEM ANNUAL REPORT COVER

ILLINOIS STATE LIBRARY
FY2017 Library System Annual Report Cover Sheet
23 ILAC 3030.270 (Multitype Library System)

1. Narrative Report

1.1 Narrative report containing an evaluative description of the system's activities and accomplishments for the year in light of the library system standards for core services specified in 23 ILAC 3030.215 and referring to the activities proposed in the FY2017 System Area and Per Capita Grant application.

2. Financial Report

2.1 FY2017 System Audit
2.2 System Member Fees and Revenue
2.3 System Non-Member Fees and Revenue
2.4 Capital Expenditures in Excess of \$5,000
2.5 Loans or Letters of Credit
2.6 Treasurer's Surety Bond

3. Attachments

3.1 Membership

3.1.1 Report of Changes in Membership
3.1.2 Summary of System Membership
3.1.3 Continuing Education/Training
3.1.4 Delivery
3.1.5 Member Site Visits
3.1.6 Non-Resident Participation

3.2 Staffing

3.2.1 System Staff List

3.3 Board

3.3.1 FY2017 Board Meetings Held
3.3.2.a List of System Board Members
3.3.2.b Assessment that the Board meets the specified requirements in 23 ILAC 3030.255
3.3.2.c Assessment that the Board meets the Finances and Records responsibilities in 23 ILAC 3030.260
3.3.3 System Ethics Officer
3.3.4 System FOIA Officer
3.3.5 Copy of latest approved Board Bylaws

3.4 General

3.4.1 Summary Appraisal of System Real Estate
3.4.2 Inventory of current owned motor vehicles
3.4.3 Summary of fiscal year out-of-state travel information

4. LLSAP Annual Reports

5. Delivery Annual Report

Library System Illinois Heartland
Signed: [Signature]
Board President

Date Reviewed: 9-26-17
[Signature]
Executive Director

FY2017 SYSTEM ANNUAL REPORT COVER



Illinois Heartland Library System

September 29, 2017

Greg McCormick, Deputy Director
Illinois State Library
Gwendolyn Brooks Building
300 South Second Street
Springfield, IL 62701

Dear Greg,

We are happy to share with you the FY2017 Illinois Heartland Library System Annual Report.

In an ever-changing world, it is essential to pause and consider our accomplishments and challenges, and we appreciate the opportunity to reflect on our last year of service. Our staff continue to surpass our goals as we refine and improve internal processes and external services. To borrow from Sir Winston Churchill, *Difficulties mastered are opportunities won*. We see every challenge as an opportunity for improvement, and this outlook has helped our board and staff achieve great things. Through our partnership with the Illinois Secretary of State and the Illinois State Library all our accomplishments have been possible.

Please let me know if you require additional information.

Thank you,

A handwritten signature in blue ink that reads 'Leslie M. Bednar'.

Leslie M. Bednar
Executive Director

cc: Sandy West
IHLS Board President

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

1740 Innovation Drive, Carbondale, IL 62903 • 618.985.3711 • 618.656.9401 Fax
1704 West Interstate Drive, Champaign, IL 61822 • 217.352.0047 • 217.352.7153 Fax
6725 Goshen Road, Edwardsville, IL 62025 • 618.656.3216 • 618.656.9401 Fax
www.illinoisheartland.org

1.NARRATIVE REPORT

1.Narrative Report

IHLS IN FY2017: MEMBERS FIRST, LAST AND ALWAYS

It may appear cliché for a service organization to announce a Year of the Member(s). At Illinois Heartland Library System (IHLS), we made a point to channel our energies in FY2017 into solutions that would sustain services for our 525 multitype member libraries. (Membership total as of 1 July 2016.) Financially, we were looking at a second year with significantly reduced funding brought about by a statewide fiscal crisis. Our members were likely facing monetary challenges of their own. IHLS made strides in communications, training, resource sharing and library materials delivery in FY2017—all benefits of membership that can improve the member's ability to provide better patron service, attract new patrons and reap additional community support of their library.

Keeping in mind a popular quote from Eleanor Roosevelt, our staff demonstrated their ability to think outside the box when faced with fiscal hurdles. Always conquering new challenges, Mrs. Roosevelt said "You can often change your circumstances by changing your attitude." IHLS has embraced this concept for two consecutive years while working with less than normal funding. IHLS operates with funding through the Illinois Secretary of State/Illinois State Library based on annual acceptance of the System Area and Per Capita Grant (SAPG). FY2017 marks the second year of financial support reduced to 58% of its anticipated level. You will see, in the FY2017 Financial Statements that follow, that while the organization was able to greatly reduce its expenditures it still relied on accumulated reserves to provide the core services of support for the automated catalog and interlibrary loan, materials delivery, and system administrative support.

The uncertainty of continued state funding strengthened our resolve to focus in FY2017 on projects that both significantly improved member satisfaction and either reduced or maintained IHLS expenditures. We also undertook a board and staff initiative to educate our members and the communities in which they serve about the role IHLS plays in supporting literacy and community development. These outreach efforts include: a rebranding campaign; educating members regarding the role federal funding plays in the Illinois library funding equation; the Every Student Succeeds Act; and offering a day-long continuing education opportunity focused on outreach and promotion in libraries of all types. We view outreach as a part of our mission—a natural extension of the many goals we have achieved to date. And one that will provide sustainability tools to members and develop community and regional partners for IHLS.

For ease of review, this report follows the FY2017 plan of service submitted June 30, 2016.

1.NARRATIVE REPORT

Administrative

Given the size of our service area (28,000 square miles) and diversity of membership, communication is essential. We cannot communicate enough and are always searching for better ways to connect with our members. As our staff priorities team leads IHLS through the rebranding process, we continue to focus on the message we share with all stakeholders. Considerable input and thoughtfulness continue to guide the development of a refreshed IHLS website with improved organization and features. The new website will integrate with the membership web portal, and is slated to debut in FY2018.

IHLS IT staff began a significant project in FY2017 that will not bear fruit this year. They are designing a membership database that will, in time, include access to all system services member libraries participate in. This includes delivery, SHARE (Sharing Heartland's Available Resources Equally, our automated libraries consortium), email lists, eResource group purchases, and billing information if applicable. The database will be accessible via the IHLS website (<http://illinoisheartland.org/>) as well as the SHARE (<https://share.illinoisheartland.org/>) website. We envision the database as a single IHLS-specific information source for members and tool for IHLS staff to quickly serve member needs. The time savings for member and IHLS staff as compared to finding data in multiple sources will be considerable.

While the roll-out of the membership database remains a few months away, another technology project initiated in FY2017 saw almost immediate results in very satisfied members. In early fall, 2016, IHLS moved away from Adobe Connect as a desktop videoconferencing tool and selected Zoom software for that function. The software was ultimately chosen because of the ease of connecting for the end-user: there was no requirement to install Java or Adobe Flash on a machine for Zoom to work; and sharing content, and changing the audio and video selections quickly are intuitive to the presenter.

Once IHLS staff were comfortable with desktop use of Zoom as a communications tool, we expanded to include our legacy H.323 video equipment as well. Zoom provides a higher quality of meeting audio and video which makes interacting much more engaging. This combination is effective for IHLS board and committee meetings as well as other groups. In FY2017, IHLS hosted Zoom meetings for the following library-related activities and organizations: ILEAD U (Innovative Librarians Explore, Apply and Discover), ASCLA (Association of Specialized and Cooperative Library Agencies), Reaching Forward South, the Rebecca Caudill Young Readers' Book Award Steering Committee and ILDS (the Illinois Library Delivery Service) project. A typical month of Zoom usage sees about 25-30 separate meetings, with 130-200 participants on average.

At the very end of the fiscal year, IHLS debuted its new logo and newsletter as part of its branding campaign. The logo was featured in the first edition of IHLS Member Connection dated June 23, 2017. This year we turned our once weekly member newsletter into a bi-monthly service to allow staff more time to focus on the rebranding project.

1.NARRATIVE REPORT



Staff also dedicated time to social media and the effort appears to have paid off. With better understanding of the specific platforms, we were able to harness the power of the medium to inform and educate others about our services. For example, a Facebook post regarding IHLS delivery staff at a training event reached 3,407 users. As an outreach tool, this post went beyond our 525 members six times over!

IHLS also created email lists to support communications among members of specific library types or with specific interests. In FY2017, the schools list counted 425 members and the specials list had 21 members. We also host a growing list for youth services staff with 160 members at the end of the fiscal year. In addition, IHLS put together a newsletter for public library trustees and others. It debuted in August 2016 as the Trustee Tool Kit. IHLS staff continue to use this communication as a resource when meeting with library boards of directors. It has proven to be an invaluable tool.

Continuing education and professional development is a priority for IHLS staff members. IHLS is committed to a well-informed and highly skilled work force to support our member needs. We look for group learning opportunities applicable to all staff, as well as job-specific training. When possible, staff participate in free or low-cost learning opportunities in the areas of social media, customer service and communication. Through a group training purchase from Fred Pryor, staff have access to a suite of in-person and webinar trainings in the areas of business communication, management, productivity software and project management. In FY2017 31 staff attended in-person seminars and 87 webinars, turning our modest financial investment into growth opportunities for many of our staff. Additionally, IHLS utilizes a subscription to Lynda.com for online training in high-end technology, management, communication and creative skills. This year staff participated in 53 classes averaging 265 hours of learning.

Our IT staff created a solution to the data management challenge in our delivery operation. They created a suite of applications that have replaced pencil and paper for logging library pickups and deliveries. With this new workflow, our drivers use Apple iPads to log their pickups and deliveries while visiting libraries in a custom Delivery app. Once they return from their routes, with the push of a button, they upload this information to a centralized Microsoft SQL database. This alone has freed up many employee hours per hub that previously had to be used to transcribe the logs in the pencil and paper workflow into spreadsheets.

1.NARRATIVE REPORT

Another application in the suite is the Delivery Web Admin, a web app that managers use to create or edit routes and run reports from the database. Managers can quickly run reports to see item counts, number of stops, miles driven, route averages, just to name a few. These reports are all customizable by date ranges, routes, and/or hubs. This has centralized where managers go to find all the reports they may need with no tedious spreadsheet knowledge needed. We continue to make new reports as our needs change.

With this new workflow, we can now make agile business changes while also working more efficiently and effectively in our day to day responsibilities. We estimate the cost savings is equivalent to 3 FTE. While multiple delivery staff assisted with data management in FY2017, they are now able to focus on other tasks of the delivery department.

Our organization is also responsible for the records of several legacy agencies including Lewis and Clark, Lincoln Trails, Rolling Prairie, and Shawnee Library Systems. In FY2017, staff took significant steps to prepare for a consolidation of all agencies' records in a central location, coordinate disposal of records with the Illinois State Archives, and develop an internal process for current document storage at the central location. The project incorporated an inventory of surplus materials in all offices, and once approved by the Board of Directors, a sale of excess items.

IHLS staff are active in the library community at large, and our commitment to our members goes along with us. We were quite pleased to be involved with the new DirectorsU effort which debuted June 2016 with its goal of providing training for those new to director positions in Illinois. This initiative has a direct impact on libraries in our service area. The range of statewide and national networking events includes conferences for these organizations: Illinois Library Association (ILA), Illinois School Library Media Association (ISLMA), Health Sciences Librarians of Illinois and American Libraries Association (Chicago, June 2016). Our staff were actively involved in learning opportunities that benefit member libraries such as: Reaching Forward South, Illinois Youth Services Institute, and Think Outside the Barn. We participate in committees such as the Illinois State Library Advisory Committee, Illinois Broadband Development Council, Illinois Century Network Advanced Engineering Task Force, the ASCLA Physical Delivery Group, as well as committees within ISLMA and ILA.

Human resources and finance staff shifted priorities in FY2017 from those stated in the Plan of Service to partner with Delivery staff in securing a contract with RAILS (Reaching Across Illinois Library System) for ILDS (Illinois Library Delivery System) services to academic libraries. As a support for our delivery operations, human resources recruited additional staff to provide IHLS delivery (drivers and sorters) and to fulfill the requirements of the ILDS contract which necessitated the addition of a night shift at all three office locations. The ILDS agreement was finalized in January, 2017 and carries through June 30, 2018. IHLS provided delivery services to academic libraries in good faith for the first half of FY2017.

1.NARRATIVE REPORT

The goal of setting department and grant managers up in the Abila fund accounting system with executive view of transactions for their assigned fund was not fulfilled. However, additional detail quarterly reports were developed to increase their awareness of transactions posted and remaining budget category balances.

With all of the personnel changes and the responsibilities of training new staff herein, finance staff were able to achieve a savings in one component of the IHLS budget. In early FY2017 IHLS transitioned to a new insurance broker and achieved a 25% cost reduction on monthly staff health insurance premiums. We achieved a time savings by moving bi-weekly payroll processing to a paperless system with employee deposit vouchers sent via staff email. Finance staff completed the system's FY2017 audit, all required quarterly reports and grant applications well within required deadlines.

Bibliographic Access

A critical component of library success is the accuracy of its automated catalog. For the 340 agencies that are members of SHARE, sharing a single bibliographic database utilizing a Polaris platform that provides access to nearly 10 million items, requires attention to details that allow all of a library's collection to be discovered. IHLS is fortunate to have a cataloging corps within the SHARE Bibliographic Services department who understand the intricacies of bibliographic record management to achieve the best use of library resources by patrons. SHARE member libraries can elect to contract with IHLS for their cataloging needs. For the member, this can be a cost savings as they can direct staff to other tasks in the library. We offer this service at a partial fee recovery rate for SHARE member libraries.



In FY2017, the SHARE Cataloging Center created or improved over 11,000 bibliographic records for items in member library collections. This includes a wide range of materials such as art, foreign language and autism-focused resources. Occasionally our staff come across truly unique like this ca. 1900 Mexican Rug which is part of an art museum's educational center collection.

1.NARRATIVE REPORT

Discovery in a library catalog is often aided by authority records that guide users to novels by a particular author or performances by a particular string quartet. 'Think of them as the traffic cop helping patrons get the information they need! SHARE cataloging staff participate in a national program that develops authority records for databases worldwide which, in turn greatly improves the patron search experience in our member libraries.

And, just as drivers follow the rules of the road, catalogers follow cataloging standards. Library patrons may not have noticed cataloging rules changed for the first time in several decades. Preparation for the new standard, Resource Description and Access (or RDA for short) brought about a series of classes for cataloging staff from SHARE member libraries presented by an external trainer in FY2017. The training was reinforced by monthly online training opportunities presented by SHARE staff. In FY2018, the training series will be presented to libraries outside of IHLS in central and northern Illinois.

As part of the SHARE Bibliographic Services department, the Cataloging Maintenance Center (CMC) provides cataloging services to libraries across Illinois. The CMC will create original bibliographic records for library items considered to be genealogy, local authors, and local history as well as special collections. During the fiscal year they provided over 1,700 such records, including over 400 to Freeport Public Library (in Stephenson County, near the Wisconsin border) to make their local history collection discoverable worldwide.

CMC staff made electronic access to nearly 15,000 pages of documents available through participation in a statewide project. The collections are as diverse as immigration and naturalization records at Southern Illinois University Edwardsville; prison records for those institutions located at Alton, Joliet and Menard; and the orchid collection of the Chicago Horticulture Society. Digitized versions of the original documents are transcribed, content is analyzed and uploaded to the Illinois Digital Archives (IDA) database providing access across the state and the world.

Resource Sharing

The exchange of resources among our member libraries involves more than discrete library objects. One of the most valuable resources we share is knowledge. SHARE staff completely redesigned their website this year with the focus on making the site easier to use. Information was reorganized into new headings with a crisp, clean look. A training site utilizing Moodle (an open source learning platform), and security logins were added to provide software-specific training to SHARE members. Several data lists on the SHARE site automatically update from the database itself.

Membership in an automated library consortium like SHARE provides numerous benefits to libraries and the patrons they serve. There are initial expenses associated with migrating a library's collections to the consortium database as well as ongoing, annual fees for membership. Over a period of three years, IHLS added 76 library locations in total to the SHARE consortium through the significant financial support of the Growing Resource Sharing in IHLS Through Growing SHARE grant

1.NARRATIVE REPORT

(affectionately known as the Dream Grant). Provided by the Illinois Secretary of State and Illinois State Library, in FY2017, 22 library locations completed the migration process initiated in the previous fiscal year and “went live” on Polaris.

A second grant from the Wal-Mart Foundation further supported resource sharing in central and southern Illinois. Targeting the least-funded public libraries in our service area, grant funds were used toward four goals:

- Libraries will have a discoverable collection
- Libraries will have a web presence
- Libraries will have wifi access for their patrons
- Libraries will participate in resource sharing (both lending and borrowing)

Thanks to the Wal-Mart Grant, seven of the smallest libraries in central and southern Illinois now have access to almost 10 million items. While their collections may be small, unique items including local history, cemetery indexes and local yearbooks for the towns of Ramsey, Zeigler, Mounds, and Jonesboro, as well Lincoln-Douglas debate items from the Jonesboro debate in September 1858, will be discoverable through the SHARE catalog.

FY2017 was another year of interest and growth in eResources. The Cloud Library shared collection continued to grow in FY2017, with an additional 13 member libraries joining the group. Eight of the thirteen were very small public libraries such as Galatia Public Library, Sidell Public Library and Sesser Public Library. These libraries were able to join as a result of becoming members of SHARE via the Dream Grant. Five school libraries also started participation in FY2017. Currently there are 209 library agencies participating in the Cloud Library shared collection (or 255 library locations). The collection circulated 374,193 items during the year, approximately 31,000 each month and over 1,000 items per day. This is a dramatic increase of circulation (102%) as FY2016 circulations only totaled 184,764. The collection nearly doubled in size in FY2017 due to two Overdrive Consortia in IHLS transferring their content to the Cloud Library. This is one reason circulations increased so much and shows how dedicated our members are to resource sharing. Currently, the Cloud Library holds over 40,000 items. Member libraries are working to add more eAudio content to the collection in the coming year.

IHLS is pleased to offer electronic resources to libraries beyond the SHARE consortium, and products like Zinio (eMagazines) extend the reach of resource sharing and connect libraries across our service area. We increased electronic resource sharing for school libraries in IHLS by working with Recorded Books to create a Zinio group purchase for school libraries that started on October 1, 2016. In the first year, 14 school libraries participated and provided access for students to a bundle of 25 eMagazines covering a range of grade levels. In FY2017, this collection circulated 1,009 eMagazines. In FY2018, the magazine selection will be adjusted to help increase participation in this group.

1.NARRATIVE REPORT

eResources training provides our staff with an opportunity to interact with library patrons as well as library staff. SHARE staff provided 10 on-site trainings for library staff regarding the Cloud Library and staffed 6 patron events. Patron events allow patrons to get one-on-one help from a SHARE staff member to learn about eResources offered through their library. Online training for the Cloud Library was created and added to the SHARE training site. This allows member libraries to access training and documentation at any time. Many member libraries appreciate having a dedicated staff member that they can call or email with questions at any time as well.

SHARE staff work for and with member libraries to achieve common goals. This commitment is evident to members:

I really appreciate all the knowledge and enthusiasm you bring to everything we worked on together-- YA filtering, the Cloud Library, conference, Eresource, Zinio, and more. You are so excellent at making less stretch into more! – Marji Gibbs, Salem Community HS

Consulting and Continuing Education

Visits to member libraries are quite an enjoyable part of the job for several reasons. Visiting establishes a personal connection which makes a difference in building relationships and connecting members. It's the way to get the "back story" about what's going on in the library in a way that no written communication ever would. That enables us to provide more responsive service. In several instances during the year, a site visit helped to clarify relationships with staff and the board or the board and the municipality. And site visits allow our staff to gently educate and encourage library staff in regard to networking opportunities.

We gained a sense of where our members are in terms of needs and interests. Libraries are interested in STEM and maker spaces as well as programming to fit patron needs. They appreciate our Zoom videoconferencing platform that allows them to participate and eliminates travel time, saving that time for their patrons. For our public library members, we sense the growing divide between the haves and the have nots. There is a realization that our absolute smallest members without discoverable collections may never have one. And libraries in this situation are in jeopardy of becoming less and less relevant.

To help our members remain relevant in their communities, IHLS presented its 3rd Annual Member Day. With a central theme of advocacy, members discovered what their peers do to remain central to patrons and their community in school, public, special and academic libraries. Through exhibiting vendor donations, the learning opportunity was presented at no cost to 115 attendees. By asking member staff to lead some of the sessions, it gave them presentation experience to take to the next level.

1.NARRATIVE REPORT

Delivery

Near the end of FY2017, IHLS achieved a long-time goal of a more seamless connection between resource sharing and delivery. To most effectively serve our members' resource sharing needs, materials delivery must be very responsive to the flow of patron requests for materials. To that end all delivery routes were redesigned so that every member is included on a route, providing the opportunity for delivery any, or all, days of the work week. IHLS worked with the Laboratory of Applied Spatial Analysis (LASA) (part of Southern Illinois University Edwardsville) to evaluate locations and daily volumes of member libraries. Member analysis was combined with our vehicle capacity to design delivery routes to enable daily delivery to all of our members on any given day. Internally we created a division of labor from delivery drivers who sorted materials at the end of their delivery routes, to drivers whose only role was delivering materials and sorters providing accurately sorted materials. Delivery staff evaluated the LASA recommendations and created the workflow to bring parity to library delivery. Finance staff helped to determine the impact the changes would have on the budget.

Ultimately, we hope to demonstrate the provision of maximum delivery service to members does not necessarily come with a premium price tag. We understand delivery costs increase as SHARE membership grows, since membership in an automated library consortium by default comes with a definite increase in delivery volume. In total, 57 library locations were added to the SHARE group between FY2016 and FY2017.

IHLS total delivery costs for FY2017 were just over \$1.7 M, including delivery of materials to academic libraries and vehicle purchases necessary to refresh our fleet. Our staff delivered over 4.3 million items to libraries in central and southern Illinois last year, which makes the cost of delivering one item approximately \$.40. That's much less than Amazon, and with the added benefit of participating in the sharing economy!

With every member on a daily delivery route, our organization began to provide what we call SMART delivery (or Shared Materials Are Received Timely). We aim to give up to 5 day/week service to all members based on need, not volume. IHLS provide delivery to a library when they have materials to return or we have items to deliver. Our statewide delivery count data revealed this model resulted in a major increase in delivery volume for smaller libraries where historical delivery volume is removed as a factor in delivery frequency. A few examples from our membership with a large increase in delivery volume before the SMART delivery process (February 2016) and after SMART delivery implementation (March 2017):

Carlinville Public Library	123% delivery volume increase
Norris City Memorial Public Library	250% delivery volume increase
Southwestern High School (Piasa)	225% delivery volume increase

1.NARRATIVE REPORT

With baseline delivery statistics from FY2017, we will analyze delivery patterns and expenditures on a quarterly basis in FY2018 to determine the actual cost of enhanced delivery service.

IHLS has worked steadily in the last two years toward a statewide goal of developing more Community Delivery Partnership, or CDPs. A CDP is a small group of member libraries who are geographical neighbors. One library agrees to accept delivery for the group and has an arrangement with others in the group for the exchange of the delivered materials. As of July 1, 2016 IHLS counted 147 member libraries participating in CDP groups. By June 30, 2017 that number had grown to 163 participating libraries.

Delivery staff have reorganized online information available through the IHLS website. The statewide delivery help desk is easier to find ensuring member concerns are more quickly resolved. All delivery policies and routes are listed on the site as well.

As an organization, IHLS utilizes survey mechanisms as an assessment tool. We conduct an annual delivery service survey with results that lead to service improvements and workflow changes. Comments from a previous survey regarding sorting accuracy lead IHLS to split workflow duties in the delivery department with drive-only and sort-only staff. This year's survey indicated the change made a positive difference in accuracy. We also learned that delivery speed increased due to delivery route changes within and between our three offices. The analysis of our delivery workflow in-house and on the road resulted in a significant improvement in member library satisfaction. Members appreciate the difference:

No single library, no matter the size, can afford to have everything patrons need. Without the SHARE database and the delivery network, we have a collection of less than 50,000 items. Yet thanks to the shared resources of IHLS, Forsyth residents have access to over 10 million items. This ability to share materials makes a real difference in the lives of our users.

Rachel Miller, Forsyth Public Library

The marriage of delivery and library automation yielded an additional benefit to SHARE members in FY2017. In Illinois, libraries take part in a quarterly item count for delivery. This is traditionally a hand count process. SHARE staff created a report in the Polaris database that replaces the item by item count, saving member libraries hours of tedious work each year. We believe this is a model other library consortia in Illinois can adapt as well.

Conclusion

The Illinois Heartland Library System remains engaged and committed to its mission of supporting *member libraries of all types in providing quality library services. IHLS facilitates access to shared resources, advocates for libraries, promotes innovation and develops community partnerships.* In FY2017 we demonstrated our vision of embracing innovation and collaboration, as well as our resilience in the face of financial adversity. We face FY2018 with energy, passion and confidence.

2. FINANCIAL REPORT

2. Financial Report

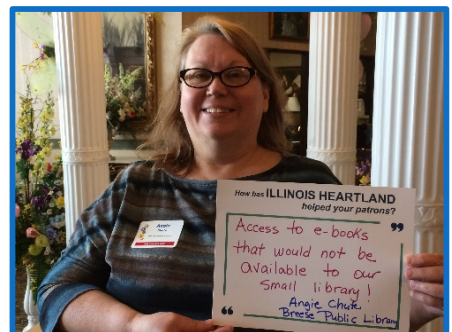
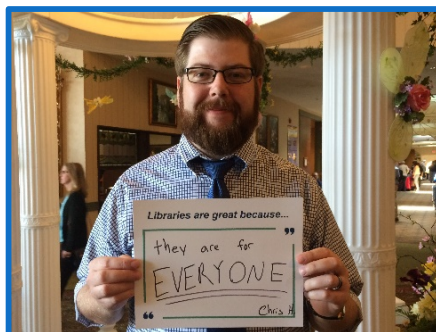
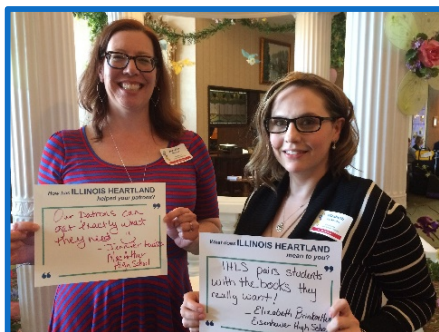
2.1 FY2017 SYSTEM AUDIT (ATTACHMENT 2.1)

2.2 SYSTEM MEMBER FEES AND REVENUE

The SHARE fund contains LLSAP user fees from member libraries in the following categories:	
- SHARE LLSAP Full Member Fees	\$955,600
- SHARE LLSAP Transitional Member Fee	\$24,775
- SHARE Bibliographic Service Fee	\$101,265
- SHARE Course Reserve Module Fee	\$300
- SHARE Debt Collection Integration Fee	\$1,750
- SHARE EDI Interface Fee	\$3,500
- SHARE Outreach Module Fee	\$1,900
- SHARE SIP2 License Fee	\$9,600
- SHARE Telephone Notification Fee	\$7,000
- Group Purchased Databases	\$254,820

2.3 SYSTEM NON-MEMBER FEES AND REVENUE

Revenue Source	Revenue
Room Rental of Edwardsville Location	\$2,400
ERate Funding	\$10,212
ILDS Contract with RAILS	\$253,384
Total:	\$265,996
ILLINET/OCLC Group Service Fees	\$4,240,217
ILLINET/OCLC Monthly Network Transactional Billing	\$572,047
Total:	\$4,812,264



2. FINANCIAL REPORT

2.4 CAPITAL EXPENDITURES IN EXCESS OF \$5,000

<u>Expenditure</u>	<u>Expense</u>
<u>Computers</u>	
Watchguard Firebox Firewall	\$5,750
PowerEdge Server	\$16,981.51
Total:	\$22,731.51
<u>Building & Improvements</u>	
Roof Replacement	\$152,695.00
Total:	\$152,695.00
<u>Vehicles</u>	
2015 Ford E350 Box Truck	\$48,890.00
2017 Ford Transit	\$23,168.00
2017 Ford Transit	\$23,168.00
2017 Ford Transit	\$23,168.00
2017 Ford Transit	\$22,943.00
2017 Ford Transit	\$22,943.00
2017 Ford Transit	\$22,943.00
Total:	\$187,223.00

2.5 LOANS OR LETTERS OF CREDIT

As of June 30, 2017, there were no outstanding loans, letters of credit or grant anticipation warrants for the Illinois Heartland Library System.



THE IHLS ACCOUNTING & HR TEAM

2. FINANCIAL REPORT

2.6 TREASURER'S SURETY BOND

SCHOOL TREASURER'S BOND-ILLINOIS-CORPORATE SURETY FORM
EXECUTED IN DUPLICATE

STATE OF ILLINOIS } SS. Bend No. 601101773
Madison County, }

KNOW ALL MEN BY THESE PRESENTS, That we, Sandra L. West
as principal, and The Ohio Casualty Insurance Company as Surety, are held and firmly bound, jointly and severally,
unto the Illinois Heartland Library System
6725 Goshen Road, Edwardsville, IL 62025
in said County or successors in office, in the penal sum of One Million Seven Hundred Fifty Thousand and no/cents
***** DOLLARS, (\$ 1,750,000.00), for the payment of which we
bind ourselves, our heirs, executors and administrators, firmly by these presents.

IN WITNESS WHEREOF, we have hereunto set our hands and seals, this 6th day of
June, A.D. 2016 This bond to be effective 6/30/16 to 6/30/17

THE CONDITION OF THIS OBLIGATION IS SUCH,
That if Sandra L. West
School Treasurer of Illinois Heartland Library System
in the county aforesaid ,
shall faithfully discharge the duties of his office, according to law, and shall deliver to his successor in office, after such successor shall
have qualified, by giving bond as provided by law, all monies, books, papers, securities and property, which shall come into his hands
or control, as such School Treasurer, from the date of his bond up to the time that his successor shall have qualified as School
Treasurer, by giving such bond as shall be required by law, then this obligation to be void; otherwise to remain in full force and virtue.

Sandra L. West Principal
The Ohio Casualty Insurance Company
By: Jason A. Rausenberger Attorney-in-fact

STATE OF ILLINOIS } SS.
Madison County, }
I, Julicia Tollman who is personally know to me to be the same person
hereby certify that Sandra L. West whose name is subscribed to the foregoing instrument, appeared before me this day in person and acknowledged that he signed, sealed
and delivered said instrument, as his free and lawful act for the uses and purposes as therein set forth.
Given under my hand and Notary Public State of Illinois, this 23rd day of June, 2016
My Commission Expires 09/24/2018

Approved and accepted by: _____
By: _____ President
By: _____ Secretary or Clerk

Approved, _____
County Superintendent

Form F-4341, 2-64-1M

2. FINANCIAL REPORT



Liberty
Mutual

The Ohio Casualty Insurance Company

STIPULATION

To be attached to and form part of Bond No. 601101773

issued by The Ohio Casualty Insurance Company on behalf of

Illinois Heartland Library System

in favor of Illinois Heartland Library System in the amount of

One Million seven hundred fifty thousand and no/cents***** (\$ 1,750,000.00)

Dollars, and dated August 24, 2016

WHEREAS, it is the desire of all parties that this bond be amended as hereinafter provided.

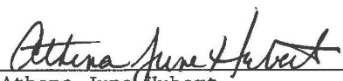
NOW, THEREFORE, IT IS HEREBY STIPULATED AND AGREED that said bond hereinbefore described is hereby amended as follows: Principal name changed

From: Sandra L. West

TO: Athena June Hubert

IT IS FURTHER STIPULATED AND AGREED that nothing herein contained shall vary, alter or modify any of the conditions of said bond except as herein expressly modified.

SIGNED, SEALED and DATED: August 24, 2016


Athena June Hubert Principal

By: _____

The Ohio Casualty Insurance Company

By: 
Jason A. Rauserberger Attorney In Fact

Agreed to and accepted by:

S-1812 Blank Stipulation
(Not to be used to change amount of bond)

By: _____

3.1 MEMBERSHIP

3.1 Membership

3.1.1 REPORT OF CHANGES IN SYSTEM MEMBERSHIP

Agencies added as new full members: No library agencies were added to IHLS during FY2017

Agencies suspended:

November 2016: IHLS Board Action, suspended the membership of Woodlawn High School

February 2017: IHLS Board Action, suspended the membership of Centreville Public Library

April 2017: IHLS Board Action, suspended the membership of North Greene CUD #3

Our Library of the Snows Apartment Community

Other Membership Activities:

In addition, several academics will be placed under the umbrella of “parent agencies.”:

Robert Morris University in Springfield (merged with 8 other campuses in RAILS)

University of Illinois at Chicago in Urbana (merged with 4 other campuses in RAILS)

East St. Louis Community College Center (merged with SIU-E) and is now known as East St. Louis Learning Resource Center

Libraries that experienced territorial changes:

As a result of a November 2016 referendum, the Brighton Memorial Library District reverted back to the original village boundaries that were in place before territory was annexed. Documentation is attached to this report. See exhibit 3.1.1

3.1.2 SUMMARY OF SYSTEM MEMBERSHIP

Total Libraries	Academic	Public	School	Special
518	31	226	232	29



IHLS MEMBER DAY 2017

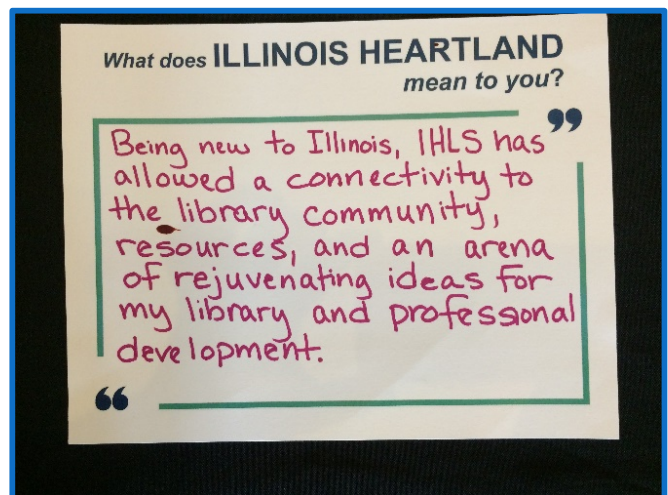
3.1 MEMBERSHIP

3.1.3 CONTINUED EDUCATION/TRAINING



IHLS provided a total of 238 CE events or programs during FY2017, for 2,277 participants, who spent a total of 6,163.75 contact hours in training activities. CE events offered by IHLS included forums for discussion groups (IHLS Directors' Chats and Members Matter meetings, for example), Library Law Day with Phil Lenzini, and the now annual IHLS Member Day, where a wide variety of topics were presented.

The CE events offered include those offered by SHARE (the local library automation program), and included training on all aspects of circulation and cataloging in Polaris, use of eResources and technology, and managing resource sharing in a large consortium. SHARE sponsored 200 events, programs, or classes, which provided CE for 1,884 participants, 531.5 contact hours, and 4,986.25 total CE hours.



OUR MEMBERS VALUE OUR COMMITMENT TO THEM

3.1 MEMBERSHIP

3.1.4 DELIVERY

Total Number of Items Transported	Average Number of Delivery Miles Traveled Per Week	Average Number of Direct Delivery Stops Per Week
4,229,585 Based on the agreed upon method of collecting data through a combination of SHARE (Polaris) + counts for non-SHARE libraries ISL/RAILS/IHLS (incoming items only)	23,599.46 9,538 more miles per week. This is due in part to adding 30 ILDS stops onto routes as well as providing functional 5 day a week service for all IHLS libraries. ILDS shuttle miles weekly are 3,605 (ZED & ZCA to ZCH)	1,320.88 Of this number 150 stops per week were added with the addition of the ILDS stops. SHARE has added 57 more libraries total in FY16 and FY17.



Susan Palmer; IHLS Operations Director, coordinated a poster session on library delivery to present at the American Library Association Conference. She partnered with Stephen Strohl of MOBIUS, Mark Hatch of RAILS and Dr. Randy Pearson of the Laboratory of Applied Spatial Analysis (LASA) at SIUE.

3.1.5 MEMBER SITE VISITS

In FY2017, at least 119 site visits were conducted by the staff of IHLS. Of those visits:

Special Libraries	Academic Libraries	School Libraries	Public Libraries
2	3	19	95

The bulk of these visits focused on meeting new directors of public libraries and visiting with library directors and library boards to discuss participation in SHARE. Site visits were also conducted to assess compliance with membership standards and to participate in networking groups.

3.1.6 NON-RESIDENT PARTICIPATION

Listing of public libraries in IHLS with indication of whether they are or are not participants in the non-resident fee program is: <http://www.illinoisheartland.org/?q=members/non-resident-fee>

3.2 STAFFING

3.2 Staffing

3.2.1 SYSTEM STAFF LIST

Title	Department	Hours			
		Worked	Hourly	Annual	Graduate
		Per WK	Payrate	Salary	Degree
Cataloging Assistant II	Technical Services	40.00		34,278.40	MLIS
Cataloger	Technical Services	40.00		46,018.70	MLS
Courier	Delivery	19.00	10.60		
Bibliographic Srvs Mgr	Technical Services	40.00		61,800.18	MLS/MA
Executive Director	General Admin	40.00		124,155.98	MLS
Courier	Delivery	19.00	10.65		
Courier	Delivery	19.00	11.33		
Sorter	Delivery	19.00	9.50		
Cataloger	Technical Services	40.00		40,486.42	
IT Director	IT	40.00		87,685.52	
Courier	Delivery	19.00	10.24		
Sorter	Delivery	19.00	10.24		
Courier	Delivery	19.00	10.82		MS
Executive Assistant	General Administration	40.00		41,999.88	
Courier	Delivery	19.00	10.24		
Network Administrator	IT	40.00		62,500.10	
Courier	Delivery	19.00	10.60		MA
Courier	Delivery	19.00	10.24		

3.2 STAFFING

Courier	Delivery	19.00	10.60	
Sorter	Delivery	19.00	9.50	
Courier	Delivery	19.00	10.24	
SHARE Director	Resource Sharing	40.00		69,101.76 MS
A/P Coordinator	Accounting	40.00		38,563.20
Courier	Delivery	40.00	13.50	
Sorter	Delivery	19.00	9.50	
Mgr. of Admin Services	Resource Sharing	40.00		62,621.78
Courier	Delivery	19.00	11.85	
Chief Fiscal Officer	Accounting	40.00		74,263.02
Cataloging Supervisor	Technical Services	40.00		46,758.92
Sorter	Delivery	19.00	9.50	
Courier	Delivery	19.00	10.24	
Sorter	Delivery	19.00	10.55	
Operations Manager	Delivery	40.00		44,951.66
Courier	Delivery	19.00	10.60	
Courier	Delivery	19.00	10.65	
Courier	Delivery	19.00	10.60	
Courier	Delivery	19.00	10.55	
Sorter Supervisor	Delivery	19.00	12.00	
Courier	Delivery	19.00	10.60	
Courier	Delivery	19.00	10.24	
OCLC/Sr. Accountant	Accounting	40.00		46,349.94
Courier	Delivery	19.00	13.91	
Sorter	Delivery	19.00	10.55	

3.2 STAFFING

Cataloging Assistant II	Technical Services	10.00	21.75	MLS
SHARE Tech Sup Spec	Resource Sharing	40.00		33,597.20
Courier	Delivery	19.00	12.36	
Operations Manager	Delivery	40.00		44,951.66
HR Assistant	Human Resources	18.00	16.48	
Courier	Delivery	19.00	11.33	
Sorter	Delivery	19.00	9.50	
Cataloger	Technical Services	40.00		40,486.42
Courier	Delivery	19.00	10.60	
Courier	Delivery	19.00	13.50	
Sorter	Delivery	19.00	9.50	
Sorter	Delivery	19.00	9.50	
SHARE Reporting Spec	Resource Sharing	10.00	20.00	
Courier	Delivery	40.00	13.91	
Courier	Delivery	19.00	10.55	
Courier	Delivery	19.00	12.36	MA
Courier	Delivery	19.00	10.60	
Courier	Delivery	19.00	10.60	
Sorter	Delivery	19.00	9.50	
Courier	Delivery	19.00	10.60	MA
OCLC/ A/R Coordinator	Accounting	40.00		36,049.78
Courier	Delivery	19.00	10.34	
Operations Director	Delivery	40.00		71,080.36
Courier	Delivery	19.00	10.55	
Resource Sharing Spec	Resource Sharing	40.00		40,689.22

3.2 STAFFING

Cataloging Assistant II	Technical Services	40.00		32,118.06	
Communications Coord	General Admin	40.00		44,454.80	
Courier	Delivery	19.00	10.65		
Operations Manager	Delivery	40.00		46,349.94	
Courier	Delivery	19.00	10.60		
Sorter	Delivery	19.00	9.50		MA
Grants Director	General Administration	40.00		75,397.92	MLS
Courier	Delivery	19.00	10.65		
Courier	Delivery	19.00	10.55		
Sorter	Delivery	19.00	9.50		
Courier	Delivery	19.00	10.55		
Cataloger	Technical Services	40.00		40,486.42	
Sorter	Delivery	19.00	9.50		
Sorter	Delivery	19.00	9.50		
Courier	Delivery	19.00	10.60		
Page/Sorter	Delivery	19.00	10.55		
Admin Services Spec	Resource Sharing	40.00		35,023.30	
Courier	Delivery	19.00	10.55		
Courier	Delivery	19.00	10.55		
Cataloging Supervisor	Delivery	40.00		57,850.78	MLIS
Admin Assistant	Delivery	40.00	13.31		
Courier	Delivery	19.00	10.24		
Courier	Delivery	40.00	13.50		
Courier	Delivery	19.00	12.36		
Courier	Delivery	19.00	10.55		

3.2 STAFFING

Web Developer	IT	40.00		66,950.00	
Courier	Delivery	19.00	13.50		
Courier	Delivery	19.00	10.65		
Courier	Delivery	19.00	10.60		
eBook Trainer/ Coord	Resource Sharing	40.00		49,054.98	MLS
Membership Srvc Co	General Admin	40.00		50,000.86	
Bi Bibliographic Proj Co	Resource Sharing	40.00		51,500.02	
Operations Assistant	Delivery	40.00	12.92		
Cataloging Assistant	Technical Services	40.00		45,249.88	
Cataloging Assistant II	Technical Services	40.00		34,311.68	
School & OPAC Spec	Resource Sharing	40.00		51,117.56	



3.3 BOARD

3.3 Board

3.3.1 FY2017 BOARD MEETINGS HELD

The regular meetings of the Board of Directors of the Illinois Heartland Library System were held on the fourth Tuesday of the month at the Illinois Heartland Library System Edwardsville location.

There was not a regularly scheduled meeting for the month of December. Each meeting began at 5 p.m. All Board and committee meeting agendas are posted on the Illinois Heartland Library System website.

July 26, 2016	February 28, 2016
August 23, 2016	March 28, 2017
Sept 27, 2016	April 25, 2017
October 25, 2016	May 16, 2017
November 22, 2016	May 25, 2017
December 20, 2016	June 20, 2017
January 24, 2017	July 25, 2017

3.3.2A LIST OF SYSTEM BOARD MEMBERS






We would like to take this opportunity to recognize Jim Fenton for his dedicated service to libraries and library systems. He served on Illinois library system boards for a total of 19 years between 1982 and 2016, with four of those years on the IHLS board. He brought extensive knowledge and wisdom to the board table and was an invaluable asset to our organization. A lifelong resident of Carlinville, Jim served on the Carlinville Public Library board 1978-2017. Mr. Fenton passed away March 27, 2017 and his memory will live on through his contributions to libraries and library systems in Illinois.




3.3 BOARD




3.3.2A FY2017 SYSTEM BOARD MEMBERS

Sandy West President	Sarah Isaacs Vice-President	Tina Hubert Treasurer
		
<p>618-437-5321</p> <p>swest@illinoisheartland.org</p> <p>June 2020</p>	<p>217-265-6875</p> <p>sisaacs@illinoisheartland.org</p> <p>June 2017</p>	<p>618-501-4781</p> <p>thubert@illinoisheartland.org</p> <p>June 2018</p>

Sara Zumwalt Secretary	Geoff Bant	Mary Beil
		
<p>217-324-3866</p> <p>szumwalt@illinoisheartland.org</p> <p>June 2020</p>	<p>217-840-0415</p> <p>gbant@illinoisheartland.org</p> <p>June 2018</p>	<p>618-795-3123</p> <p>mbeil@illinoisheartland.org</p> <p>June 2018</p>

3.3 BOARD

Gary Denué	Tiffany Droege	Clyde Hall
		
<p>618-656-4941</p> <p>gdenué@illinoisheartland.org</p> <p>June 2020</p>	<p>618-437-5321</p> <p>tdroege@illinoisheartland.org</p> <p>June 2018</p>	<p>618-501-4781</p> <p>chall@illinoisheartland.org</p> <p>June 2017</p>

Gary Jones	Beverly Obert	Deborah Owen
		
<p>618-841-9533</p> <p>gjones@illinoisheartland.org</p> <p>July 2019</p>	<p>217-578-2515</p> <p>bobert@illinoisheartland.org</p> <p>June 2019</p>	<p>618-581-1860</p> <p>dowen@illinoisheartland.org</p> <p>June 2019</p>

3.3 BOARD

Susan Pennington	John Phillips	Charlene Topel
		
217-622-7046 spennington@illinoisheartland.org June 2020	217-454-5652 jphillips@illinoisheartland.org June 2019	618-342-8340 ctopel@illinoisheartland.org June 2018

3.3.2.B IHLS BOARD MEETS REQUIREMENTS SPECIFIED IN 23 ILAC 3030.255

The Board of Directors of the Illinois Heartland Library System does have policies in place to meet compliance regulations with 23 ILAC 3030.255.

Specific information can be found at:

Policies and Bylaws:

<http://www.illinoisheartland.org/?q=about/policies>

Contracts and Purchasing:

<http://www.illinoisheartland.org/sites/default/files/FinProcPolicy.pdf>

Personnel Code (Conflict of Interest, Travel Expenditures and Secondary Employment):

<http://www.illinoisheartland.org/sites/default/files/IHLS%20Empl%20Code%20amendedMay2015.pdf>

**“Imagining Tomorrow – Delivering Possibilities
Today”**

3.3 BOARD

3.3.2.C IHLS BOARD MEETS FINANCES AND RECORDS RESPONSIBILITIES IN 23 ILAC 3030.260

The Board of Directors of the Illinois Heartland Library System is compliant with 23 ILAC 3030.260.

- Financial records are maintained at the Administrative Headquarters in Edwardsville.
- A monthly financial report is prepared and reviewed by the finance committee and the full board.
- An annual audit is conducted.
- Funds are accounted for as of June 30th of each year by expenditure, encumbrance or reserves.
- An annual budget has been prepared and submitted prior to July 1.
- A purchase inventory is maintained.
- Accounts are organized on the basis of funds.
- Financial reports are submitted to the Illinois State Library twice a year.

3.3.3 & 3.3.4 SYSTEM ETHICS AND FREEDOM OF INFORMATION ACT OFFICERS



Ellen Popit Ethics Officer



Gary Denué FOIA Officer

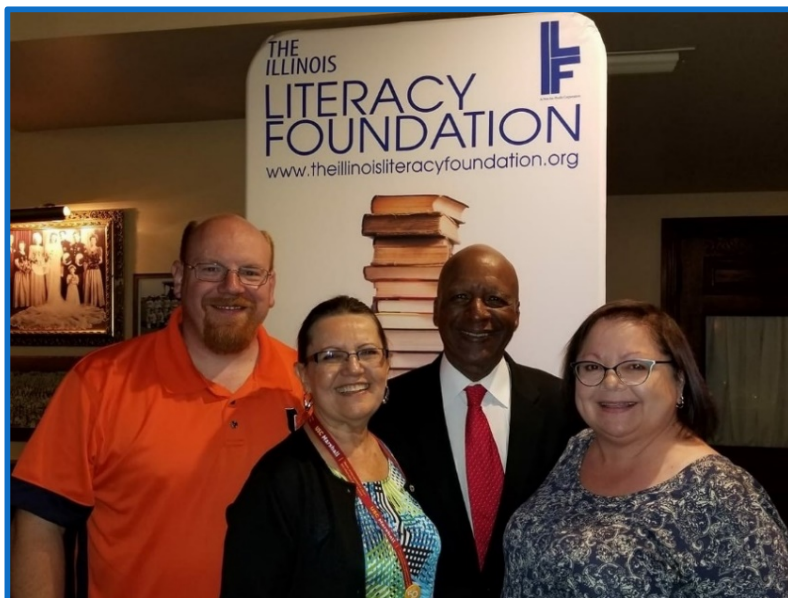
3.3 BOARD



FY2017 Retiring Board Members
Clyde Hall & Sarah Isaacs



Retiring Board Member Mary Barteau
With Sandy West, Board President



Board Member Tina Hubert
with Secretary of State Jesse
White & Trustees from Six Mile
Regional Library District, at the
Illinois Literacy Foundation
luncheon.

3.3 BOARD

3.3.5 COPY OF LATEST APPROVED BYLAWS

Article I Name

The name of the organization shall be Illinois Heartland Library System, hereinafter referred to as the System.

Article II Authority

The System derives its authority from the Illinois Library System Act, 75 Illinois Compiled Statutes 10/1 et.seq. as amended (hereinafter called "Statutes"); and operates in accordance with the Administrative Rules of Title 23, Part 3030 of the Illinois Administrative Code (hereinafter called "Administrative Rules") promulgated thereunder.

Article III Purpose/Objectives/Vision & Mission

Section 1. The System is a cooperative multi-type library system serving academic, public, school, and special libraries of central and southern Illinois in the counties of Alexander, Bond, Calhoun, Champaign, Christian, Clark, Clay, Clinton, Coles, Crawford, Cumberland, Douglas, Edgar, Edwards, Effingham, Fayette, Ford, Franklin, Gallatin, Greene, Hamilton, Hardin, Iroquois, Jackson, Jasper, Jefferson, Jersey, Johnson, Lawrence, Macon, Macoupin, Madison, Marion, Massac, Menard, Monroe, Montgomery, Moultrie, Perry, Piatt, Pope, Pulaski, Randolph, Richland, Sangamon, Saline, St. Clair, Shelby, Union, Vermilion, Wabash, Washington, Wayne, Williamson, White, and parts of DeWitt, Logan and Mason and other counties that may be associated with the System in the future.

Section 2. The System envisions a future where all libraries and information partners collaborate to provide accessible and innovative services. (Vision) The System is a community of multi-type libraries developing partnerships and sharing resources in pursuit of excellent service. (Mission)

Section 3. In accordance with its Strategic Plan and its Annual Plan of Service, the System provides services and facilitates cooperation among its member libraries in order to implement the objectives stated in the Statutes and Administrative Rules.

Section 4. To achieve its purpose, the System responsibly utilizes the Area & Per Capita Grant appropriation from the Illinois General Revenue Fund and Live and Learn Fund as disbursed and administered by the Illinois State Library as a department of the Secretary of State's Office. Additionally, the System actively pursues alternative revenue streams and earned income opportunities to fulfill its mission.

Article IV Fiscal Year

The fiscal year of the System shall begin with July 1 and end with June 30.

Article V Membership

Section 1. The Statutes and Administrative Rules of the State of Illinois and the Membership Criteria of the System govern Membership in the System. All academic, public, school and special libraries whose governing authority headquarters are within the geographic boundaries of the System are eligible to apply for membership. Participating libraries will hereinafter be known as Members.

3.3 BOARD

Acceptance is subject to the approval of the Board of Directors of the System and the State Librarian and implies agreement by the applying library to applicable State statutes and rules and to the System's Bylaws, policies and Plan of Service. Members agree to comply with policies, rules and regulations required for maintaining Membership.

Section 2. Any Member library may be suspended from Membership if not in compliance with State statutes or System requirements. Members will remain in good standing as long as they meet System and State Membership criteria in compliance with statute 75 ILCS 10/9. Specific information about Suspension can be found in the Administrative Rules (3030.115).

Section 3. Transfer of a Member library to another System shall be governed by the administrative rules of the Illinois State Library.

Section 4. Upon written notice on or before April 1 of any year, a member library governing authority may voluntarily terminate System membership on or before June 30 of the same year (the end of the System's fiscal year) and upon fulfillment of all outstanding obligations to the System.

Article VI Board of Directors

Section 1. The System shall be governed by a Board of Directors of fifteen (15) members. No library shall be represented by more than one Board member. All Board members must be eligible electors in the geographical area of the System. Eligible electors are individuals who are eligible to register to vote within the territory of the System.

Section 2. Duties of Board

The Board of Directors of the System shall have the authority to make such policy to carry out the spirit and intent of The Illinois Library System Act, and shall have the powers conferred by the Act.

Section 3.

The Board of Directors shall be composed of elected members according to the following manner:

- a. Eight (8) members from the governing boards of public library members.
- b. Two (2) members representing public libraries
- c. Three (3) members representing school libraries
- d. One (1) member representing special libraries
- e. One (1) member representing academic libraries

Section 4. Nominating Committee for the Board of Directors.

A Nominating Committee of five (5) members, who shall be eligible electors within the geographic area of the System, shall be appointed by the President of the System Board, with Board approval, in November of each year. It is the preference of the Board that a minimum of two members from the current Nominating Committee will serve the following year in order to ensure continuity of the

3.3 BOARD

process. No currently sitting System Board member may serve on the Nominating Committee and no Nominating Committee Member may be slated for that election to the System Board.

- a. The Nominating Committee shall select and confirm candidates for election to the System Board representing all geographic areas. Nominees must be members of a governing board of a member library, professional staff or the administration of the type of library to be represented as set out in these Bylaws. The call for nominations will be appropriately publicized to the Members of the System and any member may propose names for the Nominating Committee's consideration. Additional nominations may be sent to the Nominating Committee upon written petitions of ten (10) member libraries represented by the type of seat on the System Board to be filled. Such petitions, accompanied by written acceptance of the nominee, must be filed with the System Board Secretary who will forward them to the Chair of the Nominating Committee for inclusion on the list of nominees. Criteria for the inclusion or any elimination of names to appear on the ballot will be developed by the Nominating Committee, and this information will be included with the certification results presented to the Board at its May meeting. The determination of the final slate of candidates is the responsibility of the Nominating Committee, with the goal of creating a balanced ballot representative of all System members.
- b. The Nominating Committee shall prepare a ballot and certify that all candidates are eligible electors in the geographic area of the System. The ballot will include no more than four (4) eligible candidates for each open seat. In the event that there are no eligible candidates for an open position on the IHLS board, there will be a write-in vote. Any viable write-in candidate will be required to meet all eligibility criteria for the specific board position and must receive a minimum of five (5) affirmative votes in order to win election. The nominating committee must verify the winning candidate. If there is no clear winner from the write-in vote, the president will appoint a new board member.
- c. The ballot will be distributed to each member library agency electronically by March 15. A library agency is defined as a library or libraries with a single governing body or corporate authority. For example, a public library with branches would be counted as a single agency as would a school district with libraries in several buildings. Each library will be entitled to return only one ballot for its choice of candidates for the System Board of Directors. Before the vote is cast, each library agency should determine who will be responsible for casting the vote for its agency. The Nominating Committee will accept only the first completed ballot, if multiple votes are cast by the same library agency.
- d. Ballots must be completed and submitted by April 15th to be counted. In the event of a tie, a subsequent election to break the tie will be announced no later than April 25th. This ballot will be available electronically for one full week. The Nominating Committee will certify the election results to the System Board of Directors at its May meeting each year.

Section 5. Terms of Office

- a. Except for those Board members who are elected to the Initial System Board in 2011 and who draw either one or two year terms as provided in Section 4d above, and for those

3.3 BOARD

board members whose term might be limited by Section 5b below, all Board members will be elected for a term of three (3) years.

- b. No Board member shall be permitted to serve for more than a total of six (6) consecutive years unless two (2) years have elapsed since his/her sixth year of service.
- c. All terms of office shall be staggered, with one-third of the board seats ending each year.
- d. Terms of office begin on July 1 and end on June 30, the System's fiscal year.
- e. Any appointment to the System Board for a partial term is counted as a full year of service at the conclusion of the most current fiscal year.
- f. Prior service in office on the board of directors of any Illinois Library System, shall count toward the statutory maximum of serving a total of no more than six (6) years as a director, unless two years has elapsed since their sixth year of service.

Section 6. Economic Interest

- a. No member of the System Board may profit personally, either directly or indirectly, from any business connected with the System.
- b. Each member of the System Board shall file a Statement of Economic Interest pursuant to the Illinois Governmental Ethics Act.
- c. All records and accounts of the System shall be kept in the System headquarters office and in the custody of the Executive Director. All such records and accounts shall be open to the inspection and use of all members of the System Board at all reasonable times.
- d. The members of the System Board shall serve without compensation, but their actual and necessary expenses shall be paid by the System.

Section 7.

Should a board member no longer be an eligible elector within the geographic area of the System, or leave the local position by virtue of which he/she was eligible, nominated and elected, the seat shall be declared vacant. Vacancies may be filled by appointment by the remaining members of the Board. The appointee shall serve for the unexpired term of the Director replaced. Persons appointed must have the same qualifications as those elected, and represent the constituency of the vacant seat.

Section 8. Officers

- a. The Officers of the Board of Directors shall be a President, Vice-President, Secretary, and Treasurer.
- b. The Board Nominating Committee shall present a slate of candidates to the Board at the first
- c. meeting of the fiscal year. Additional nominations may be made from the floor. The Directors shall then vote on the slate of candidates.
- d. The Officers shall be elected for one year, and no Officer shall serve more than two consecutive terms. A term of six months or more shall be considered a full term.

3.3 BOARD

- e. The duties of the Officers shall be:
 - i. The President shall preside at all meetings of the Board, appoint any necessary committees, be an ex officio member of all committees, and be entitled to vote on such committees.
 - ii. The Vice-President shall preside at meetings in the absence of the President, and shall in case of the resignation of the President assume the President's responsibilities until the election of a new President.
 - iii. The Secretary shall have responsibility for the records of the Board of Directors.
 - iv. The Treasurer shall be chairperson of the Finance Committee. Before entering the duties, the Treasurer shall be required to give a bond in an amount to be approved by the Board, but in no case less than the minimum amount specified in the Library System Act.
 - v. Should an office become vacant prior to the expiration of the term of that office, the Directors shall elect from their members an Officer to fill the unexpired term.

Section 9. Attendance of Board members

Board members are expected to fulfill the duties imposed on them by the nature of their office. Board members must notify the System Executive Director if they are unable to attend a board meeting. When a Board member is absent from a meeting, the following actions will be taken. The President shall notify in writing any member missing his or her second meeting. Upon a member's third absence the topic will be included on the agenda for discussion at the next meeting. The System Board, by a majority vote may, with a quorum present, declare a Board position vacant if a Director fails to attend three (3) meetings during the fiscal year.

Section 10. Committees

The President of the Board of Directors shall appoint committees. Membership on standing committees is limited to members of the Board of Directors; excluding the Nominating Committee which is made up of members only. Membership on committees shall be not less than three. Members of the Board of Directors are limited to membership on two standing committees, excluding the Executive Committee. Terms on committees are for one year, or until such time as new appointments are made.

Executive Committee:

The elected officers of the Board of Directors plus one other Board member shall constitute the Executive Committee. A majority of the Executive Committee may authorize payment of bills in the event a meeting cannot be held. The duties of the committee shall be:

- a. To conduct business between regularly scheduled meetings of the Board of Directors
- b. To provide for the annual evaluation of the Executive Director
- c. To review the By-Laws of the System annually

Standing Committees (other than Nominating Committee for the Board of Directors):

3.3 BOARD

a. Budget and Finance

- i. The Treasurer shall be the chair of this committee
- ii. The committee assumes that the Board of Directors as a whole has the responsibility to review and approve the overall budget as submitted by the Executive Director
- iii. To establish the budget tracking and reporting standards provided by the Chief Fiscal Officer as are appropriate to the needs of the committee
- iv. To monitor System expenditures and income and report significant variances to the Board of Directors*
- v. To review expenses over \$2,500.00 not included in the currently approved budget
- vi. To review quarterly projections provided by the Chief Fiscal Officer
- vii. To review and provide guidance to the Board of Directors on policies or recommendations having potential financial implications
- viii. To review annual audit findings
- ix. To expect the Chief Fiscal Officer to brief the committee on up-coming known issues that will skew the financials in some significant manner
- x. To establish criteria for insurance (board, property, fleet) carriers, review and approve specifications for bids
- xi. To update the salary schedule appropriately based upon information from the Executive Director.

*The committee would not generally expect to be involved in financial matters that are within the parameters of an established budget, other than as a monitor function. Certainly, establishment of policies that impact finances, anything that would suggest the need to expend contingency funds or move funds, is within the realm of Committee purview. It would be our desire to review planned changes before taking them to the Board when changes from the budget are proposed (even if the overall budget for the line will remain unaffected). For example, when creating a new position not initially funded or deciding to add/eliminate a capital project, the Committee would expect to review and comment on such a change to the Board.

b. Facilities and Operations

- i. To review the property needs of the System
- ii. To review that system property fits into the System strategic plan
- iii. To review property leases and purchases
- iv. To review delivery policies

c. Personnel

- v. To review position descriptions and staffing requirements of the System
- vi. To review and update the personnel code of the System

d. Policy and Membership

- i. To review and update the service policies of the System
- ii. To review and evaluate progress in fulfilling the System strategic plan

3.3 BOARD

- iii. To review continued membership eligibility of libraries that are members of the System
- e. Nominating Committee for Officers of the Board
 - i. To develop a slate of officer candidates from the Directors serving on the board at the beginning of the fiscal year
 - ii. Each candidate shall be contacted about their willingness to serve as an officer
 - iii. The Slate of Officers shall be voted on at the July meeting of the Board

Ad Hoc Committees

The President may appoint Ad Hoc committees as needed. Members of Ad Hoc committees may also include other personnel associated with the System, but who are not members of the Board of Directors. Ad Hoc committees must include members of the Board, and no library associated with the System can have more than one member on an Ad Hoc committee.

Section 11. Meetings

- a. The Board shall hold a minimum of nine (9) regular monthly meetings per year to conduct the business of the System. The dates, times and locations of the meetings shall be determined at the July meeting. Board agendas shall be posted in accordance with the Illinois Open Meetings Act.
- b. All Board and Committee meetings will be conducted in full compliance with the Open Meetings Act (5 ILCS 120/1 et seq.). All Board, Committee, and sub-committee meetings will be conducted in full compliance with the Open Meetings Act (5 ILCS 120/1 et seq.) and the IHLS Policy on Meetings via Electronics Means.
- c. The President may call special meetings on his/her initiative; the President must call a special board meeting when requested by at least five (5) board members. Notice shall be given 48 hours prior to the date of the meeting and shall state the business to be transacted. The meeting will be limited to the business stated.
- d. A quorum shall be a simple majority of the members of the System Board. With fifteen (15) members, the quorum is eight (8).
- e. Should both the President and Vice-President be absent from any meeting, the Directors present shall choose, from among their number, a temporary, presiding Officer who shall be designated President Pro Tem for that meeting.
- f. A roll call vote shall be taken for the expenditure of funds, execution of a contract, and upon the request of any board member.
- g. Standard Order of Business will comply with the Open Meetings Act.

Article VII Executive Director

The Executive Director shall be the System's Chief Executive Officer and be responsible for the administration of the System. The qualifications of the Executive Director shall include a Master's

3.3 BOARD

degree from an American Library Association accredited library education program and who has a minimum of five years postgraduate employment that includes a minimum of two that were in library administrative experience. The Executive Director shall have the authority to hire such other employees as may be necessary, to fix their compensation, and remove such appointees, subject to the approval of the Board. The acts of the Executive Director are subject to the approval of the Board. The Executive Director reports to and is responsible directly to the Board. Performance is evaluated by the Board of Directors based upon the agency's ability to serve the needs of its membership and achieve the goals of the Board.

Article VIII Advisory Councils

The Executive Director shall form Advisory Councils to serve as an effective liaison between the librarians of the System and the Executive Director. The purpose of the committee is to:

1. Promote System development
2. Provide input and review of changes to System policy and membership criteria
3. Initiate suggestions to the Executive Director and the Board

Members of the Advisory Councils shall serve three-year terms.

Article IX LLSAP Governance Group

The LLSAP membership shall form a governance group that will act as an effective liaison between the LLSAP membership and the IHLS Board of Directors.

The purpose of this group is to:

1. Promote membership excellence and involvement.
2. Provide input and review of changes to LLSAP governance documents.
3. Initiate suggestions regarding the LLSAP to the Executive Director and the IHLS Board of Directors.

Members of the LLSAP governance group shall serve according to the guidelines set by the LLSAP governance and its membership.

Article X Parliamentary Authority

All meetings shall be conducted in accordance with Robert's Rules of Order, latest edition, and shall be open to the public in compliance with the "Illinois Open Meetings Act," as amended (ILCS 120/1 et.seq.)

Article XI Amendments and Revisions

Section 1. These By-Laws may be amended by a vote of two-thirds (2/3) of all Board members at a regular Meeting of the Board of Directors of the System provided a written draft of the proposed

3.3 BOARD

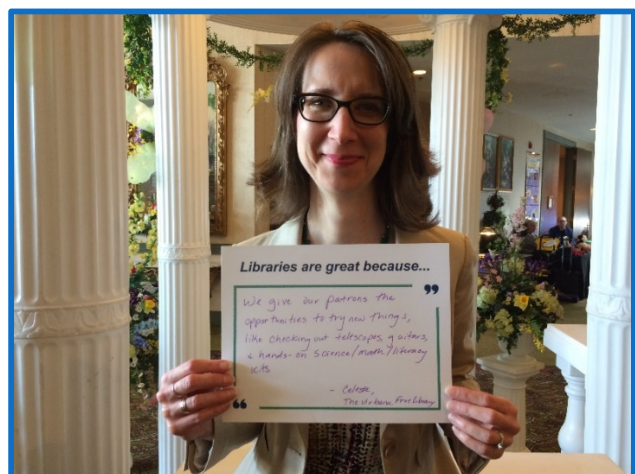
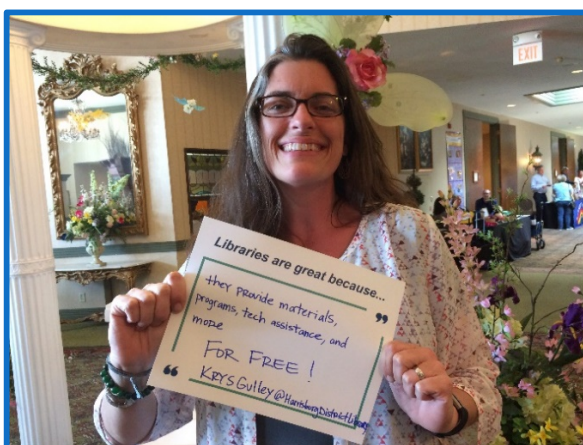
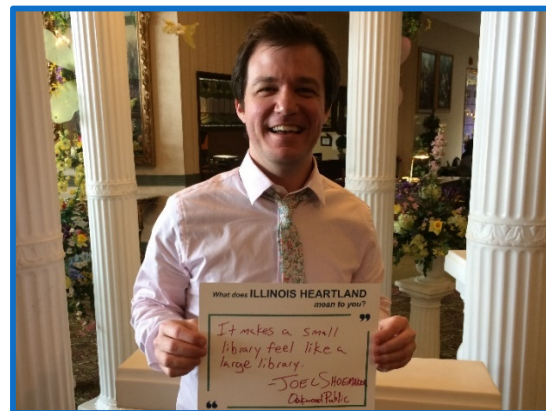
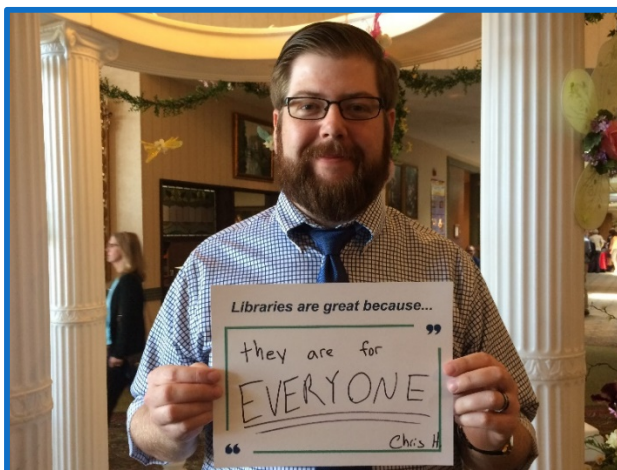
amendments has been given to each Director at the preceding regular meeting with notice to all member libraries.

Section 2. By-Laws changes can originate from the System Board or from the membership of the System submitted to the System Board.

Section 3. By-Laws changes must be submitted for approval by the State Librarian through the Illinois State Library before they shall become effective.

Approved by Planning Panel on February 26, 2011

Amended by the Illinois Heartland Library System Board of Directors on April 26, 2016

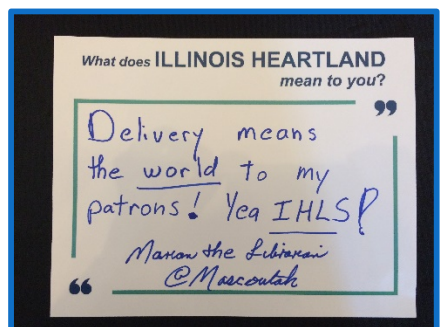
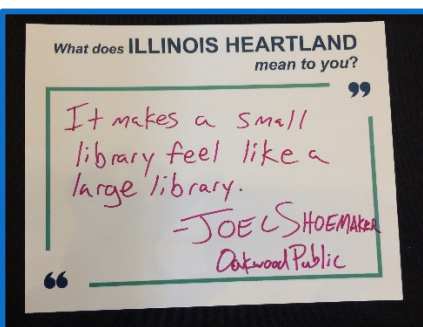
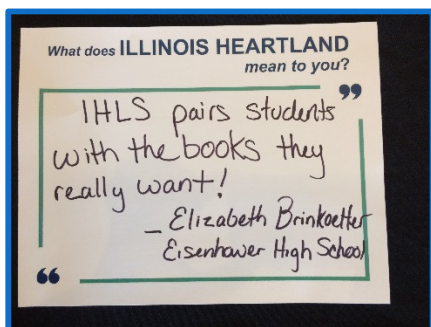
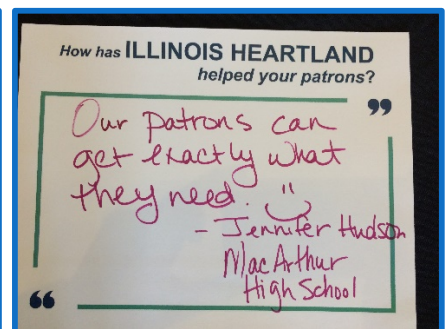
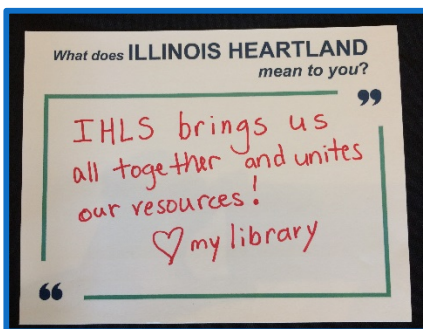
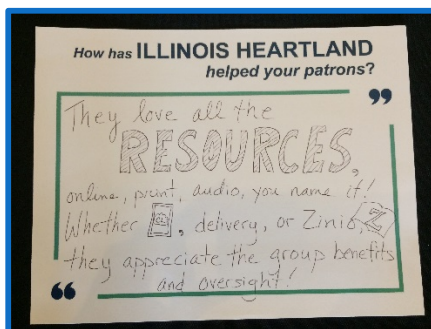


3.4 GENERAL

3.4 General

3.4.1 SUMMARY APPRAISAL OF SYSTEM REAL ESTATE

Property Description	Own or Rent?	Value of Property	Plans for Property
Champaign Hub 1704 Interstate Dr. Champaign, IL	Own	\$620,000 as of 2015	Parking lot replacement needed. The roof has been replaced.
Edwardsville Hub 6725 Goshen Rd. Edwardsville, IL	Own	\$2,000,000 as of 2015	
Du Quoin Hub 500 South Madison Du Quoin, IL	Rent	\$4,500 a month (\$54,000 yearly)	IHLS currently has 11 months left on the lease.
Carbondale Hub 1740 Innovation Dr. Carbondale, IL	Rent	\$2,083.34 a month (\$25,000.08 yearly)	IHLS has a year to year contract with SIUC Business Incubator



3.4 GENERAL

3.4.2 INVENTORY OF CURRENT OWNED MOTOR VEHICLES

Type (Model/Year)	License Plate Number	Current Mileage	Type of Use	Will vehicle be replaced in FY2018?
Ford 150 Transit 2016	U30468	112,048	Delivery	no
Ford 150 Transit 2016	U30469	95,211	Delivery	no
Chevy Cargo Van 2015	U29924	133,577	Delivery	yes
Ford 150 Transit 2016	U30471	88,497	Delivery	no
Ford E250 2013	U29059	147,928	Delivery	yes
Ford Taurus 2015	U18520	35,195	Staff	no
Dodge Grand Caravan SE Van 2008	U25399	119,457	Staff	no
Chevy Express 2015	U29923	69,638	Delivery	no
Chevy Express 2015	U29925	117,575	Delivery	no
Ford E250 2012	U27250	131,921	Delivery	yes
Ford E250 Econoline Van 2013	U29062	131,696	Delivery	no
Ford E250 Econoline Van 2013	U20961	127,453	Delivery	no
Ford Transit T-150 2017	U30839	10,075	Delivery	no
Ford Transit T-150 2017	U30840	10,480	Delivery	no
Ford Transit T-150 2017	U30841	5,583	Delivery	no
Ford box truck 2015	U30209	37,485	Delivery	no
Dodge Grand Caravan	U30423	18,878	Staff	no
Ford Taurus 2015	U8313	36,158	Staff	no
Dodge Green Caravan 2000	U16821	174,560	Staff/Delivery	yes
Chevy Cargo Van 2015	U29926	134,026	Delivery	no
Chevy Cargo Van 2015	U29922	127,301	Delivery	no
Ford E-250 Super Cargo Van	U27249	234,490	Delivery	yes
Ford Transit T-150 2017	U30758	10,758	Delivery	no
Ford Transit T-150 2017	U30759	13,552	Delivery	no
Ford Transit T-150 2017	U30799	9,338	Delivery	no
Ford Transit Van 2016	U30472	93,933	Delivery	no
Ford Transit Van 2016	U30479	60,249	Delivery	no
Dodge Caravan 2001	U21954	96,972	Staff	no
Dodge Caravan 2004	U23770	90,008	Staff	no
Ford Taurus 2015	U30129	6,617	Staff	no

3.4.3 SUMMARY OF FISCAL YEAR OUT-OF-STATE TRAVEL INFORMATION

Number of Travelers	Actual Expense	Reason for Travel Destination & Duration
5	\$9,195.29	IUG Conference, National Harbor, Maryland - 4 Days

3.4 GENERAL



Brant Wingerter, Web Developer with
Dr. Randall Pearson, Professor and
Director of the Laboratory for Applied Spatial
Analysis at Southern Illinois University
Edwardsville

Brandon Chapman
Network Administrator



Brant Wingerter, Web Developer and
Troy Brown IT, Director

4 LLSAP ANNUAL REPORT

4 LLSAP Annual Report

4.1 SECTION 1 (TABLES A, E, G, H, PART OF I)

A. RLS Membership Information	
A1 Number of all public libraries (agencies)	226
A2 Number of all public libraries (buildings)	259
A3 Number of all academic libraries (agencies)	34
A4 Number of all academic libraries (buildings)	79
A5 Number of all school libraries (agencies)	233
A6 Number of all school libraries (buildings)	949
A7 Number of all special libraries (agencies)	29
A8 Number of all special libraries (buildings)	33
A9 Number of all others	1
Total Libraries in RLS	523 agencies; 1,321 buildings
E. RLS Libraries Belonging To Other Consortia (Shared Database)	
E1 Number of all public libraries (agencies)	2
E2 Number of all public libraries (buildings)	3
E3 Number of all academic libraries (agencies)	25
E4 Number of all academic libraries (buildings)	68
E5 Number of all school libraries (agencies)	0
E6 Number of all school libraries (buildings)	0
E7 Number of all special libraries (agencies)	2
E8 Number of all special libraries (buildings)	2
E9 Number of all other types	0
Total Libraries Belonging To Other Consortia	29 agencies; 73 buildings



4 LLSAP ANNUAL REPORT

4.1 SECTION 1 (TABLES A, E, G, H, PART OF I) CONTINUED

G. RLS Libraries Using Stand Alone Systems	
G1 Number of all public libraries (agencies)	7
G2 Number of all public libraries (buildings)	7
G3 Number of all academic libraries (agencies)	1
G4 Number of all academic libraries (buildings)	1
G5 Number of all school libraries (agencies)	135
G6 Number of all school libraries (buildings)	371
G7 Number of all special libraries (agencies)	0
G8 Number of all special libraries (buildings)	0
G9 Number of all other types	0
Total Stand Alone Libraries	143 agencies; 379 buildings
H. RLS Libraries that are Not Automated	
H1 Number of all public libraries (agencies)	8
H2 Number of all public libraries (buildings)	8
H3 Number of all academic libraries (agencies)	0
H4 Number of all academic libraries (buildings)	0
H5 Number of all school libraries (agencies)	48
H6 Number of all school libraries (buildings)	97
H7 Number of all special libraries (agencies)	9
H8 Number of all special libraries (buildings)	9
H9 Number of all other types	0
Total Non-Automated Libraries	65 agencies; 114 buildings
I. Bibliographic Information	
I1 What percentage of all RLS libraries' holdings are not represented in your LLSAP shared database, BUT are represented in another consortia shared system?	n/a
I2 What percentage of all RLS libraries' holdings are not represented in your LLSAP shared database or another consortia shared system?	n/a



4 LLSAP ANNUAL REPORT

4.1 SECTION 2 TABLE 1 - LLSAP OPERATING EXPENSES

Expenditures	Expense Item	FY2017
Personnel		
	Library Professionals	302,598.81
	Other Professionals	283,230.44
	Support Services	150,270.33
	Social Security Texas (FICA)	55,625.20
	Unemployment Insurance	3,169.79
	Workers' Compensation	1,259.11
	Retirement Benefits	87,432.19
	Health, Dental, and Life Insurance	105,874.52
	Temporary Help	
	Recruiting	140.00
TOTAL		989,600.39
Library Materials		
	Print Materials	n/a
	Nonprint Materials	n/a
	E-Resources	n/a
TOTAL		
Buildings & Grounds		n/a
	Rent	n/a
	Utilities	n/a
	Property Insurance	n/a
	Repairs & Maintenance	n/a
	Janitorial Services & Supplies	n/a
	Other	n/a
TOTAL		
Vehicle Expense		
	Gas & Oil	796.18
	Repairs & Maintenance	n/a
	Vehicle Insurance	n/a
	Vehicle Leasing & Rent	n/a
TOTAL		796.18
Travel & CE for Staff & Board		
	In-State Travel	7,903.53
	Out-of-State Travel	6,078.14
	Registration & Other Fees	2,632.08
TOTAL		16,613.75

4 LLSAP ANNUAL REPORT

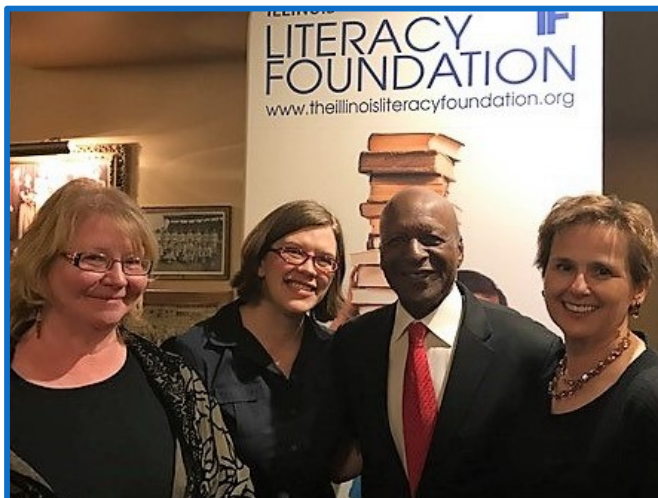
Continuing Education & Meetings / Others		300.00
TOTAL		300.00
Public Relations		93.20
TOTAL		93.20
Liability Insurance		n/a
TOTAL		
Supplies, Postage & Printing		
	Computer Supplies	4,213.34
	General Office Supplies & Equipment	267.51
	Internal Printing/Photocopying	n/a
	Postage	811.69
	Library Supplies	n/a
	Other	615.96
TOTAL		5,908.50
Telephone & Telecomm		FY2017
	Local/Long Distance – Voice	16,502.52
	Telecomm – Data & Fax	n/a
TOTAL		16,502.52
Equipment Rental, Repair & Maintenance		
	Equipment Rental	n/a
	Equipment Repair & Maintenance	3,644.13
	Maintenance Agreement	n/a
	Computer Hardware Insurance	n/a
TOTAL		3,644.13
Professional Services		
	Legal	n/a
	Accounting	6,000.00
	Consulting	n/a
	Contractual Staff	n/a
TOTAL		6,000.00
Contractual Services		
	Information Services (bibliographic databases, online subscriptions, etc)	195,042.86
	Contractual Agreements	300.00
	Outside Printing	n/a

4 LLSAP ANNUAL REPORT

TOTAL		195,342.86
Interlibrary Loan Charges		n/a
TOTAL OPERATING EXPENSES		1,234,801.53

4.1 SECTION 2 TABLE 2 - LLSAP ANNUAL REVENUES

Revenues	Revenue Item	FY2017
State Grants		n/a
Federal Grants		n/a
Other Grants		\$1,795.00
LLSAP Participation / Service Fees		
	Annual Participation Fees (from all categories of participants)	\$1,093,690.40
	One-Time Startup Fees	\$12,000.00
	Other (please describe)	n/a
Interest Income		\$4,466.36
Other Revenue		\$21,883.00
TOTAL REVENUE		\$1,133,834.76



IHLS Staff Members, Susan Palmer; Operations Director, Lesley Zavadiuk; eBook Trainer & Coordinator and Leslie Bednar; Executive Director with Secretary of State Jesse White at the Illinois Library Literacy Foundation luncheon.

4 LLSAP ANNUAL REPORT

4.1 SECTION 2 TABLES B-O LLSAP SUPPLEMENTAL INFORMATION

B. LLSAP Participation Information – Full Fee-Paying Participant	
B1 Number of all public libraries (agencies)	197
B2 Number of all public libraries (buildings)	215
B3 Number of all academic libraries (agencies)	9
B4 Number of all academic libraries (buildings)	9
B5 Number of all school libraries (agencies)	107
B6 Number of all school libraries (buildings)	232
B7 Number of all special libraries (agencies)	13
B8 Number of all special libraries (buildings)	13
B9 Number of all other types	3
Total Full Fee-Paying Participants	327 agencies; 472 bldgs.
Is RLS an LLSAP participant?	yes
Does RLS pay participation fees as others?	no
C. LLSAP Participation Information – Partial Fee-Paying Participant	
C1 Number of all public libraries (agencies)	8
C2 Number of all public libraries (buildings)	8
C3 Number of all academic libraries (agencies)	0
C4 Number of all academic libraries (buildings)	0
C5 Number of all school libraries (agencies)	5
C6 Number of all school libraries (buildings)	8
C7 Number of all special libraries (agencies)	0
C8 Number of all special libraries (buildings)	0
C9 Number of all other types	0
Total Partial Fee-Paying Participants	13 agencies; 16 bldgs.
D. LLSAP Participation Information – Holdings Only Represented	
D1 Number of all public libraries (agencies)	0
D2 Number of all public libraries (buildings)	0
D3 Number of all academic libraries (agencies)	0
D4 Number of all academic libraries (buildings)	0
D5 Number of all school libraries (agencies)	0
D6 Number of all school libraries (buildings)	0
D7 Number of all special libraries (agencies)	0
D8 Number of all special libraries (buildings)	0
D9 Number of all other types	0
Total Holdings Only Represented	0
F. Participants	
F1 Participants as of June 30, 2017	340 agencies; 488 buildings

4 LLSAP ANNUAL REPORT

I. Bibliographic Record Information	
I1 Total number of bibliographic records in database	1,848,287
I2 Total number of item records in database	9,354,324
I3 Total number of patrons listed in patron database	812,667
J. LLSAP Use by All Participants	
J1 Total search transactions in past 12 months (FY2017)	10,299,479
J2 Total circulation transactions in past 12 months (FY2017)	8,797,204
J3 Total interlibrary loan transactions in FY2017	1,996,756
J4 Total reciprocal borrowing transactions in FY2017	693,534
K. Cost and Revenue Information	FY2017
K1 Annual Total Fees Received From Full Members	\$1,080,915.40
K2 Annual Total Fees Received From Partial Members	\$12,775
K3 Annual Fees/Support Received From RLS	\$250,000
K4 FTEs Charged to LLSAP Operating Expenses	11.75
K5 FTEs Supporting LLSAP but Not Charged to LLSAP operating costs	
K6 Annual Total Cost of Operating the LLSAP	\$1,234,801.53
L. Cost Components of Operating the LLSAP	FY2017
Personnel	\$989,600.39
Vehicle Expense	\$796.18
Travel & CE for Staff & Board	\$16,613.75
Continuing Education & Meetings/Other	\$300.00
Public Relations	\$93.20
Supplies, Postage & Printing	\$5,908.50
Telephone & Telecommunications	\$16,502.52
Equipment Rental, Repair & Maintenance	\$3,644.13
Professional Services	\$6,000
Contractual Services	\$195,342.86
Total All Expenditures	\$1,234,801.53



Illinois Heartland Library System
 IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

4 LLSAP ANNUAL REPORT

M. Cost Components to Participate in the LLSAP—Startup		FY2017
Implementation fees		\$4,000.00
Retrocon Cataloging		\$2,500.00
Data Migration fees		Individually determined
Acquisitions (optional)		\$250.00
SIP2 for PC Management (optional)		\$200.00
SIP2 for Self-Check (optional)		\$300.00
Telephone Notification (optional)		\$500.00
N. Cost Components to Participate in the LLSAP—Ongoing		FY2017
SHARE Member Fee (annual, charged per agency, not building)	\$150.00	
SHARE Basic Fee—Academic Libraries (annual)	\$1 x full time enrollment + 5%; \$1,550.00 minimum	
SHARE Basic Fee Public Libraries (annual)	1% to 1.5% of budget reported on IPLAR (line items 9.1, 9.2, 9.3, 9.4 only) + 5%; \$1,050.00 minimum fee	
SHARE Basic Fee School Libraries (annual)	Determined by ISBE's Fall Housing Count; \$600.00 + 5% minimum fee; \$3,500.00 + 5% maximum fee	
SHARE Basic Fee Special Libraries (annual)	Calculation formula = ((annual circulation x .05) + (total items x .03) + (total patrons x .03)) x .05	
SHARE Bibliographic Services	Cataloging Libraries—no fees Barcoding A libraries—14% of materials budget (not including eResources or periodicals), less \$100.00, with a minimum fee of \$100.00; paid annually Barcoding B libraries—per item charge (\$10 or \$3) for items cataloged by SHARE staff; billed quarterly	
Polaris Module Course Reserves (optional)		\$100.00
Polaris Module Outreach/Homebound (optional)		\$100.00
Polaris Module Debt Collection (optional)		\$250.00
Polaris Module SIP2 for PC Management (optional)		\$200.00
Polaris Module SIP@ for Self Check (optional)		\$300.00
Polaris Module Telephone Notification (optional)		\$1,000.00
Polaris Module EDI (Electronic Data Exchange) (optional)		\$500.00

5 DELIVERY ANNUAL REPORT

5 Delivery Annual Report

5.1 TABLE 1 DELIVERY OPERATING EXPENSES

Delivery Expenditures	Expense Item	FY2017
Delivery Personnel		
	Library Professionals	n/a
	Other Professionals	223,832.38
	Support Services	711,154.03
	Social Security Texas (FICA)	71,369.67
	Unemployment Insurance	10,588.73
	Workers' Compensation	48,050.07
	Retirement Benefits	60,909.26
	Health, Dental, and Life Insurance	54,985.83
	Retention & Wellness	60.41
	Temporary Help	n/a
	Recruiting	1,488.25
TOTAL		1,182,438.63
Delivery Buildings & Grounds		
	Rent	11,750.06
	Utilities	14,414.98
	Property Insurance	6,014.80
	Repairs & Maintenance	9,130.29
	Janitorial Services & Supplies	3,826.64
	Other	11,743.83
TOTAL		56,880.60
Delivery Vehicle Expense		
	Fuel	140,775.83
	Repairs & Maintenance	49,383.39
	Vehicle Insurance	21,455.00
	Vehicle Leasing & Rent	1,853.16
TOTAL		213,467.38
Travel & CE for Delivery Staff		
	In-State Travel	6,110.56
	Out-of-State Travel	n/a
	Registration & Other Fees	1,952.39
TOTAL		8,062.95
Public Relations		332.44

5 DELIVERY ANNUAL REPORT

Liability Insurance		4,942.86
Supplies, Postage & Printing		
	Computers, Software & Supplies	860.18
	Delivery Supplies	13,349.52
	General Office Supplies & Equipment	1,843.23
	Internal Printing/Photocopying	n/a
	Postage	407.45
	Library Supplies	n/a
	Other	n/a
TOTAL		16,460.38
Telephone & Telecommunications		12,319.45
Equipment Repair & Maint Agree		2,269.17
Professional Services		
	Legal	2,450.00
	Accounting	6,218.42
	Consulting	5,837.45
	Contractual Staff	
TOTAL		14,505.87
Miscellaneous		2,575.47
TOTAL DELIVERY		1,514,255.20



OVER 33,000 ITEMS ARE HAND SORTED EVERY DAY AT IHLS HUBS

5 DELIVERY ANNUAL REPORT

Table 2: Delivery Supplemental Statistics as of June 30, 2017

2. 1 All Agencies	Number receiving system-provided delivery	Number receiving outsourced delivery	Total
Public libraries (agencies)	226	n/a	226
Academic libraries (agencies)	31	n/a	31
School libraries (agencies)	232	n/a	232
Special libraries (agencies)	29	n/a	29
TOTAL	518		518

3.3 CDP Agencies	Number participating in CDPs as either host or participant
Public libraries (agencies)	73
Academic libraries (agencies)	0
School libraries (agencies)	91
Special libraries (agencies)	0
TOTAL ALL PARTICIPANTS	
TOTAL ALL CDPs in SYSTEM	163

3.5 Agency Delivery by Frequency	Number in functional frequency categories (include all types of delivery)
2 day per week	n/a
3 day per week	n/a
4 day per week	n/a
5 day per week	518
TOTAL	518



Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY