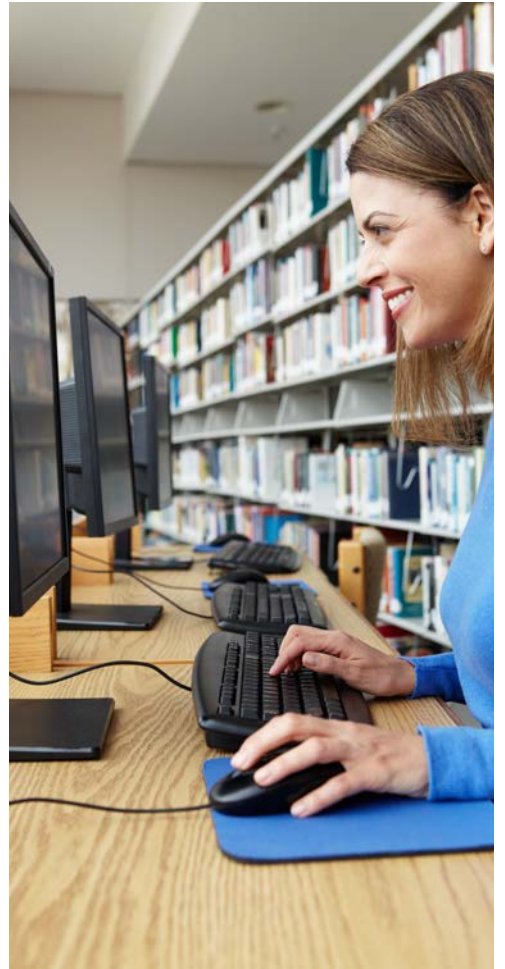




Illinois Heartland Library System

ANNUAL REPORT FY2020



Imagining Tomorrow, Delivering Possibilities Today!

FY2020 Annual Report Cover Sheet

ILLINOIS STATE LIBRARY
FY2020 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 FY2020 System Area and Per Capita Grant application.
- 1.2. Number of libraries providing and maintaining access to their new acquisitions through an LLSAP, a shared integrated library system or other shared consortial catalog.

2. Financial Report

- 2.1 FY2020 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 Member Site Visits
 - 3.1.5 Non-Resident Participation
- 3.2 **Staffing**
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- 3.3 **Board**
 - 3.3.1 FY2020 Board Meetings Held
 - 3.3.2.a List of System Board Members
 - 3.3.2.b Assessment of 23 ILAC 3030.255, Board of Directors Policies
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 - 3.3.3 System Ethics Officer
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- 3.4 **General**
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 - 3.4.2 Inventory of Motor Vehicles
 - 3.4.3 Summary of Out-of-State Travel

4. Delivery Annual Report

- 4.1 Delivery Annual Report

Library System: Illinois Heartland Library System

Signed:  Date: 9-22-20
Board President

Signed:  Date: 9-22-20
Executive Director



A WORD FROM THE DIRECTOR

The months of August and September are usually a contemplative period for staff at Illinois Heartland Library System (IHLS). Whether busy compiling the components of the Annual Report or putting the finishing touches on conference plans and Member Day, it is a time for evaluating the previous fiscal year's goals compared to that year's accomplishments. The absolute disruption of communities, daily life and social services wrought by the COVID-19 pandemic since mid-March 2020 has disordered the pace of our routines. The immediacy of every "new" work-related undertaking in our service-focused organization suspends the normal concept of time. It demands an agile response to the moving landscape of member needs and bathes services pre-pandemic in a rosy, nostalgic light.

Leslie M. Bednar

LESLIE M. BEDNAR
EXECUTIVE DIRECTOR

In our first 9 years as a large library system, we understood organizational change as a path to improvement. And while the impetus for change may not have always been of our making, our staff and board leaders intuitively selected the direction best for the agency and the members we served. The pandemic is a once-in-a-lifetime event and there are many lessons yet to be learned. We will lead through thought and deed when we utilize the gift of time as a filter to the noise all around us. This process will allow us to make decisions not based on urgency but planted in our brief experiences to date and considering the needs of all in a larger context. It may be difficult to realize at the moment that we are at a place where we can pause. While at times it may seem this is a situation beyond our control, let us consider it a gift. Viktor E. Frankel (Austrian neurologist and psychiatrist) wrote:

Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom. (Man's Search for Meaning, 1946)

Our consequential achievements in FY2020 were focused on the financial stability of the organization, growing continuing education offerings, and a slight yet significant change in the provision of a key service to our members.

For several years IHLS provided library materials delivery to members of the CARLI (Consortium of Academic and Research Libraries in Illinois) organization through a subcontracting agreement with RAILS (Reaching Across Illinois Library System). FY2020 marked a turning point in that arrangement as IHLS now has a direct legal relationship with the University of Illinois, CARLI's umbrella agency. While the service basics are the same in FY2020 as in previous years, the communication with the customer is greatly improved. The benefit for IHLS academic members is more responsive customer service.

The Minimum Wage Law signed by Governor Pritzker (820 ILCS 105/1) called for a steady increase in the minimum wage over the next five years. The Finance Director and Senior Accountant, together with members of the leadership team, refined budget forecasting models to present fair and consistent salary proposals to the Board of Directors with an eye toward the preservation of financial resources and maintenance of our high standards of customer service. The Board selected a one-year option with provision for a differential for position classifications, and considerations for longevity. The option sets a pace however does not preclude alternative models in the future.



Our signature member activity, Member Day, was held November 7, 2020 at the Keller Conference Center in Effingham. The level of planning, marketing, and post-program analysis of previous years' events produced a more integrated learning and networking opportunity. Attendance was much higher than in previous years with a 66% increase over the 2018 event. Professional Development Hours were offered to school librarians, and reviews were outstanding. The success of this annual event has to be credited to the hard work of many committed staff members, as well as gifted presenters and generous sponsors.



The pages herein contain an overview and brief analysis of our organization's activities in support of the FY2020 Operational Plan submitted May 28, 2019 to the Illinois State Library. We intend to use it as a guide to member services in FY2021 and beyond.

For ease of review, this report follows the FY2020 Operational Plan as much as is practical.

COMMUNICATIONS

The foundation of every member service is effective and consistent messaging across multiple channels. A primary function of the agency, communication is a two-pronged approach: marketing and communications. Our cross-functional communications team share the proofreading load along with their normal job duties. They ensure messaging is timely, accurate, and in an even voice and tone. A marketing team considers the strategic objectives of information shared with our shareholders and ensures we adhere to internal procedures and practice.

In FY2020 we continued to utilize web conferencing for learning and networking opportunities. Two popular programs, Directors' Chat and Members Matter, looked much different at the end of June 2020 than they did in the summer of 2019. Directors Chat is a low-tech, high value gathering of library directors who meet once a month to share advice, concerns and opportunities. Participants attribute some of its value to the chat functionality which allows them to easily step away from the session if necessary. Members Matter meetings continued on a bi-monthly basis and featured a continuing education (CE) component in a virtual or live format.

There were 29 Directors' Chats held with 957 participants and an average of 27.64 unique views per session.

Our membership staff offered diverse topics such as strategic planning and relationships between boards and directors. Attendance at both types of meetings was fairly consistent.

COVID-19 had a significant impact on the Directors' Chat sessions. As early as March 2020, with our members looking for dependable information we increased the frequency to bi-weekly sessions. Participation rates doubled those of the monthly meetings, and we noticed attendance had a multi-type flavor as well, adding to the information richness and depth. IHLS staff moved to recording and transcribing the sessions for later posting on our website and this option found more members interested in the content with high numbers of unique views. With more frequent conversations through the chats, Members Matter meetings also evolved. In April and May we moved to virtual sessions featuring member library leaders.



With the majority of our member libraries closed due to the coronavirus, many had questions on what summer reading programs would look like. On April 10 we arranged an online discussion for Summer Reading 2020. iREAD Committee Member Ashley Stewart (Library Director, Caseyville Public Library District) and Lindsey Herron (Library Director, Wood River Public Library) joined us online for a discussion on Summer Reading 2020 and shared numerous resources. The recording for this meeting has been viewed over 1,600 times.

As we approached the end of May and the state's move to Phase III of the Restore Illinois Plan, IHLS presented a second special Members Matter: COVID-19 Edition. The session featured: Greg McCormick (Director, Illinois State Library (ISL)), Diane Foote, (Executive Director, Illinois Library Association (ILA)), and a panel discussion with several member library directors. Maintaining a focus on member agencies is part of our mission as advocates for libraries in central and southern Illinois. It also frames conversations about the collective effort (What can we do to improve resource sharing in your community?) as opposed to a one-way directive communication to members (I'm an expert in resource sharing and this is what you need to do to improve outcomes in your community).

IHLS continues its strategic outreach on timely issues, providing advocacy tools for members and other stakeholders as well. Notable resources include:

- E-book embargo information campaign and toolkit
- Illinois libraries and the 2020 census

Our Marketing and Communications Coordinators (or "marcom" team) apprised members of additional CE opportunities:

- Minimum Wage session with James Rachlin
- HR Source Library Human Resources Webinar series

COVID-19 focused information for members and stakeholders mushroomed quickly as intended in mid-March. Our objective to provide as much reliable data for readers as possible became a constant task with the webpage undergoing several layouts: COVID-19 updates & resources.

Staff debuted a blog series with a pandemic focus as well:

- Promoting social distancing and physical activity with social distancing scavenger hunts
- Conducting board meetings during a shelter-in-place order
- Tips for proving your library's worth post-closure



Social media posting increased thanks to a routine schedule with many posts developed well in advance. Communication through Facebook increased significantly this fiscal year. Members also saw our page as a tool for information. On July 1, 2019 the IHLS Facebook page had 909 Followers. By June 30, 2020, the Facebook page saw a nearly **20% increase** with 1,082 Followers. Information was also shared through Facebook that member libraries could also share with their patrons. Topics shared included delivery announcements, new grant information, CE opportunities, and the new IHLS blog posts.

HUMAN RESOURCES

"Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life forever". Amy Poehler

Our IHLS staff understand the teamwork concept and model it consciously and otherwise. With 94 staff across 3 locations (Carbondale, Champaign, Edwardsville) we organically utilize communications technology to bring formal and relaxed work groups together for problem solving and project development. The synergy achieved from cross-departmental collaboration is a constant desire and motivation. It sounds counter-intuitive however our staff were more interactive at the end of the fiscal year with most working at home and restricted from travel than at the beginning in summer 2019 when many of us traveled among our three offices.

At our annual Staff Day last July, we went through Real Colors training as a very large group. The personality test has proven beneficial in understanding colleagues' communication styles. An IHLS staffer happens to be a Real Colors Certified Facilitator and assisted in our July training. Since then, she regularly shares updates and insights about the program with staff to deepen our experience.

Like many service organizations, personnel make up the largest component of our budget. The IHLS leadership team is deliberate and intentional regarding staffing decisions. Four new staff joined the IHLS team in FY2020, and two long-term colleagues retired. Our retirees came from the Bibliographic Services section of SHARE (Sharing Heartland's Available Resources Equally), our automated libraries group. The departure of the SHARE Manager for Bibliographic Services and a Cataloger from the Cataloging Maintenance Center (CMC) grant project created the opportunity for a new staff replacement, as well as a slight readjustment of priorities within the SHARE team. In the General/Operating Fund we hired one new staff member for the IT, Operations and Human Resources (HR) teams. All four bring fresh insights and new perspectives to our work world.



Two significant developments during FY2020 were designed to improve staff engagement with our organization. A rewrite of personnel code to reflect the agency's staff culture began as a project between IHLS administrative staff and the Personnel Committee of the IHLS Board of Directors. Led by our HR Strategic Business Partner, the end result will be known as the Staff Handbook. The second is an employee review document that allows a new hire to evaluate IHLS and the position itself on various areas such as communication, training experience, and management interaction. Occurring after a new employee's 90-day evaluation, staff appreciate the opportunity to offer input into the onboarding process.

As much as possible, IHLS supports staff members as they improve their work skill sets. Through two subscription services, a variety of employees have access to a very large suite of technical and technology-related learning webinars. There is also a yearly subscription to a full suite of online and in-person learning opportunities with a primarily business focus.

Training Source	Number of Hours
Lynda.com	317
Fred Pryor	1,059
HR Source	14
Conferences Attended	13
SHARE CE: Polaris Webinars/Workshops	47
SHARE CE: Conferences	3 (ILA, PLA, ICOLC)
SHARE CE: Polaris Training	20
SHARE CE: ALA/PLA	37
SHARE CE: OCLC	78
SHARE CE: Library Juice	12
SHARE CE: Amigos	25
SHARE CE: Other	10





FINANCE

IHLS was created 9 years ago, for the most part, out of financial necessity. It is important to note funding for library systems in Illinois is a complicated mix of state funding, with some of that dependent on federal sources. We acknowledge and appreciate the work of our colleagues at the ISL to pursue many avenues in an effort to maintain (or in some years increase) our operating resources. In 2011, while funding for library systems remained somewhat steady at that moment, the statewide forecast for the following three years was not favorable. It turns out the analysis by the Illinois Commission on Government Forecasting and Accountability ([CGFA](#)) at the time was fairly accurate regarding the following three years' economic forecast.

In FY2016 and FY2017 System Area & Per Capita Grants (SAPG) were funded at 58% of the normal levels. SAPG funding FY2018 through FY2020 was flat (or normal) and it allowed our staff organization to grow in the general administrative services area.

We are right around the corner from what may be a sea of change in the way our system operates, as two competing challenges face us. The decennial census (2020) will play a large part in our annual operating grant FY2022 to FY2031. The Library Systems Act and Administrative Rules (75 ILSCS 10, and 23 IL AC 3030 respectively) allow for system funding to be adjusted upon completion of a decennial census. In FY2022, this can impact the per capita component of our SAPG funding.



As the Illinois minimum wage makes its climb up to \$15/hour in the next few years, IHLS will be tested in another way. Most of our staff are hourly employees (roughly 65%) and our internal forecasting models indicate FY2021 and FY2022 will be critical signposts for our organization. We are unable to change either event--instead we used three approaches to promote the best possible outcomes:

Advocacy: FY2021 may be the last year at our current SAPG funding level, with the 2020 census numbers impacting the FY2022 grant. Our Marketing Coordinator has been active at the county and regional levels preparing for a second push of census efforts.

Marketing: Our Marketing Coordinator works with departments and projects, providing guidance on better service promotion, freeing up her time for larger efforts.

Research: Our operations team reviewed an additional model for efficiency and cost savings for delivery to our larger member libraries.

Our financial services team ensure public funds are utilized responsibly and maintain transparent recordkeeping throughout all facets of our accounting operations.

From routine activities to annual analysis, integrity and precision guide their work. In addition to the research regarding the impact of and options for the \$15/hour minimum wage increase, in FY2020 the team completed several necessary tasks in support of our organization:

- Investigated opportunities for creation of friends group or foundation to further support IHLS
- Researched and analyzed insurance and investment options for staff and the agency
- Prepared for and supported and agreed-upon six-year audit of OCLC Billing Grant

To appreciate the breadth of routine responsibilities for the department in a single fiscal year, it may be helpful to consider the volume of financial processing for our agency and approximately 1,500 library customer accounts:

- 4,042 accounts receivable invoices were produced for member libraries totaling \$6,766,742.44.
- 2,484 checks were received for member library account accounts and grant receipts totaling \$8,207,582.22.
- 1,123 invoices were received from vendors totaling \$7,298,110.40.
- 1,046 checks were issued for vendor invoices totaling \$8,641,870.46.



INFORMATION TECHNOLOGY

In response to state government directives, in mid-March 2020 IHLS staff made the adjustment to full-time work at home and relied on our Information Technology (IT) colleagues to establish workspaces remotely. The transition was relatively easy due to foresight and additional planning by the IT team. All IHLS buildings were closed for approximately 10 weeks during the early days of the COVID-19 pandemic. Thanks to our fairly mobile existing work environment the adjustment was rather smooth. Our IT staff prepared for a possible building closure by surveying available equipment to be sent home with staff. Other necessary equipment was ordered and drop-shipped to employees' homes.

The principle components of remote work had been field-tested in prior years: most IHLS staff utilize laptops, a VPN (virtual private network) has been in place for quite some time, and staff are very familiar with a VOIP (voice over Internet protocol) phone system transferring calls to staff personal phones. During this period, the IT team initiated additional staff-focused services:

- Developed a new series of in-house training sessions called Ask IT Live! Sessions focus on one discreet topic at a time and are paced to allow for staff queries and interaction with the presenter.
- ePortal and Intranet for employees was initiated and became a true intranet for internal communications, private documents, and member benefit information made accessible to our employees.
- Zoom and Microsoft Teams functionality was fully integrated during the year. In addition, recording Zoom meetings and posting to Youtube is streamlined.

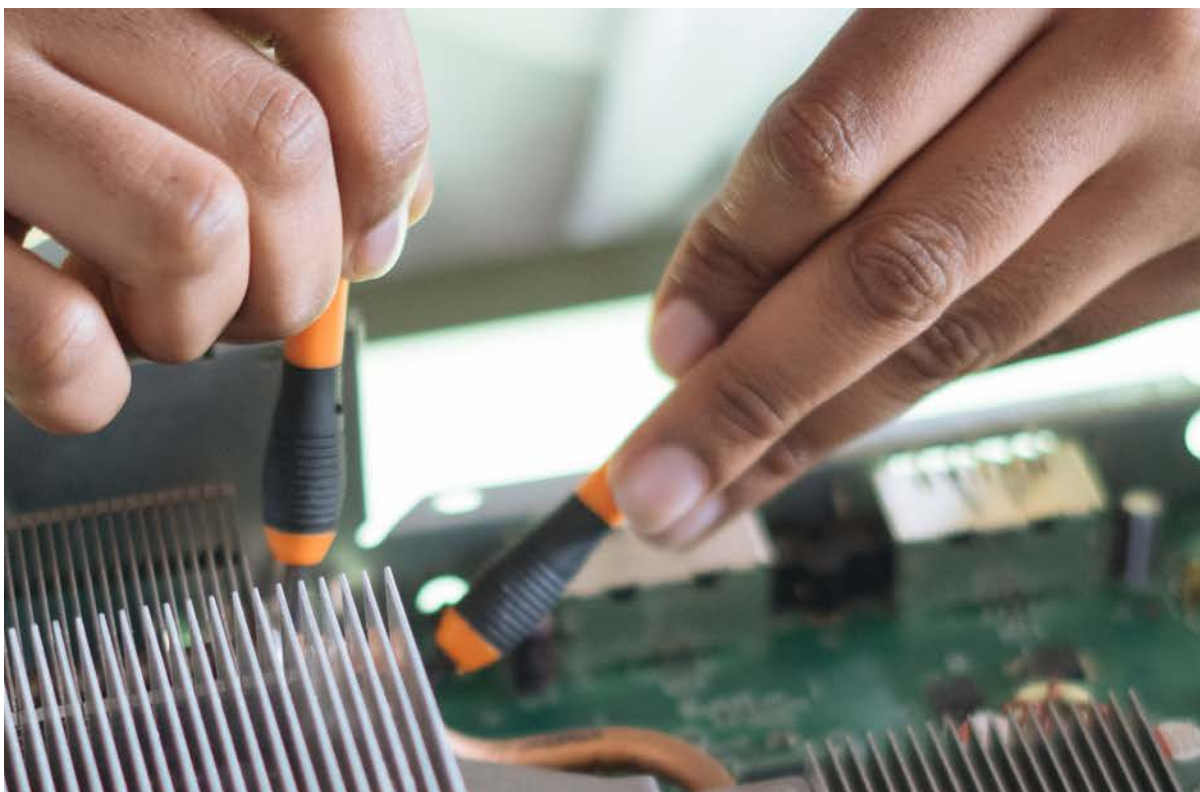
The IT team's largest customer is the SHARE (Sharing Heartland's Available Resources Equally) Consortium. SHARE, being the largest library resource sharing organization in North America, requires scalable technological support for its 339 member agencies. SHARE support in FY2020 focused on:

- Major SHARE/Polaris upgrade: from version 5.3 to 6.3, including several improvements (Polaris is the platform used by the SHARE Consortium)
- SQL scripting support for SHARE administrative staff of bulk record changes: a time saving feature for staff and members
- Empowering SHARE administrative staff to make changes in the large, sophisticated database on a granular scale

Our IT staff's laser focus on data security prevented a ransomware event from becoming a data breach.

Our IT staff's laser focus on data security prevented a ransomware event from becoming a data breach. Safety provisions IHLS had in place kept the event to a single server, and our team was able to restore data. As a result of the incident, our IT staff increased security at several levels:

- Everyday accounts for IT staff are hacker-proof
- Further isolation of IHLS servers
- IHLS policy for outside vendor server access is now more restrictive



BIBLIOGRAPHIC ACCESS

Bibliographic (or Bib) Services is a large component of the SHARE staff organization. IHLS catalogers play two primary roles necessary to support and grow a “clean” and user-friendly online public access catalog. About half of the staff focus on training—in FY2020 there was a vigorous training schedule for new catalogers in member libraries as well as those in libraries across the state, and additional options for current catalogers. Well before the pandemic, our training was available in a variety of “touchless” formats, as well as in-person and on-demand settings. The other side of the Bib Services house focuses primarily on cataloging: from original one-of-a-kind items in a foreign language to database record clean up. All cataloging work is designed to provide access points for patrons looking for items in an online catalog. The more consistently cataloging regulations and norms are applied the more accurate the search results are for patrons.

A primary difference between SHARE and CMC cataloging staff is library location. SHARE member libraries are in the IHLS service area, and cataloging training is factored into their membership fees.

CMC libraries can be in the IHLS service area, however most are in the RAILS service area in northern Illinois. Fees for services are covered by a long-running grant from the Illinois State Library, which explains the statewide nature of the project.

We continued in FY2020 to market CMC services to libraries all over the state through in-person and online training offerings. The CMC Bibliographic Project Coordinator presented a number of in-depth cataloging classes spanning 6 weeks in duration using the Moodle platform. Classes with this amount of detail are not available at the college or university level and provide a solid foundation in advanced concepts. Grant staff also presented six online classes in the series Online with the CMC:

- Class sizes average 85 attendees per session
- Recordings are available on YouTube following the session
- “Chat session” format of the classes is a good way for staff to learn presentation skills

*“I just wanted to say how much I appreciate the CMC!
I’ve sent several things in lately and they’ve come back quickly.
Thank you CMC for all the work you do for us!”*

Kathleen Rister, Director
Groff Memorial Public Library

Class Title	Total Participants	Total Hours
Online with the CMC	514	514
RDA Audio and Video	14	210
Subject Analysis	20	300
Cataloging in Connexion Workday	18	72.5
Catalogers Training Session	943	1886
SHARE Barcoding	194	520.5
Book Cataloging	13	39
Searching and Editing in OCLC	14	42
Introduction to Authority Control	9	27
Library of Congress Subject Headings	8	24
Dewey Decimal Classification	7	21

Members of the Bib Services team are involved in statewide resource sharing decision-making to improve local and regional library catalogs. Of critical importance, library consortia in Illinois have long utilized a process to update their holdings in the OCLC database known as WorldCat. That method (and the company supporting it) retired in FY2020 requiring planning for a replacement prior to 30 June 2020.

In preparation, team members began working with the SWAN (System Wide Automated Network) Consortium to update holdings via Project OHM (OCLC Holdings Manager). When the project goes live in FY2021, it will utilize extracted and prepped Polaris library holdings data, share that data with OCLC, and return a report to SHARE staff.



DELIVERY

Library delivery is the single tangible member service that applies to all of our 524 multi-type member libraries. As such, it represents a significant portion of IHLS operations. In FY2020, our goals included:

- Identification of additional efficiencies from our collaboration with LASA (Laboratory of Applied Spatial Analysis (LASA) at Southern Illinois University Edwardsville.
- Improved communication with all delivery stakeholders.

Efficiencies are possible in the larger statewide context, however that require cooperation with an external agency (RAILS) and one or both realities to be present:

- 9-year old library system service boundaries are no longer considered when developing delivery routes; and
- A reduction in the total number of library system offices or delivery hubs.

A service of paramount importance, successful delivery depends on clear communications at every level of our involvement.

Our Operations Director has sustained her involvement with the American Library Association (ALA) division ASGCLA (Association of Specialized Government and Cooperative Library Agencies) Delivery Interest Group. This national involvement helps inform and guide our actions at a regional level, providing a broader perspective for regional services. Statewide partnering continues with delivery coordinators from CARLI, IHLS, ISL and RAILS to ensure all agencies' procedures and messaging are consistent. Within our organization, delivery team members added new information to the IHLS and SHARE websites and respective newsletters in a section known as Delivery Tips.

Like all IHLS staff teams progress comes through collaboration with cross-functional staff groups. No one department possesses the tools to separately complete all department goals. For example, the operations team at times leans heavily on our IT staff to further its objectives. Proof of positive cross-departmental engagement include support of the delivery HelpDesk ticketing system that monitors member needs as well as assisting in daily route building, and an upgrade to the delivery driver iPads providing a routing alert to drivers.

“...let me say a big thank you to you and your staff for the excellent job you all do every day, day after day, no matter what comes your way! I am impressed with your flexibility, your dedication to the libraries and your continued positivity during all these changes”.

*Diane Yeoman, Director
Mason City Public Library*



An unexpected communications benefit of the COVID-19 pandemic within our delivery department is a stronger bond among all staff on that team. Mandatory weekly department meetings of staff via Microsoft Teams forced some out of their comfort zones with technology and/or speaking in large groups. This brought together 59 staff from 3 different hub locations. Some team members learned how to video chat with their smart phones, if that was their mode of connectivity, and team leaders provided participation prizes as incentives.

On the operations side, IHLS staff addressed a capital need at the Edwardsville building by having the necessary mine subsidence repairs made. The majority of the project involved the building's dock and delivery area and was completed while the building was closed to staff in spring 2020. Next steps include some interior improvements to the building in FY2021.

DELIVERY STATISTICS



TOTAL NUMBER OF
ITEMS TRANSPORTED

2,325,091



AVERAGE NUMBER OF
DELIVERY MILES
TRAVELED PER WEEK

17,376



AVERAGE NUMBER
OF DIRECT DELIVERY
STOPS PER WEEK

1,053

RESOURCE SHARING

"This is exactly what I needed! Thank you so much. You're a lifesaver."

*Melanie Weigel, Librarian
Mt. Zion CUSD #3*

The SHARE Consortium is a service that has grown and changed much in the last several years. It demonstrates responsiveness to the needs of its 339 member agencies and provides access to valuable resources for library users in 472 service locations across the IHLS service area. The automated libraries group is guided by a staff team focused on excellent customer service with an intention to improve patron experiences through innovative uses of technology. FY2020 was in some respects a challenging year for SHARE member libraries especially with the pandemic-related changes factored in, and the IHLS/SHARE team had a positive impact on resource sharing in central and southern Illinois.

Our staff introduced features and services to SHARE members in FY2020. KitKeeper software was introduced for members to create, share and store kit collections. Program goals, directions and more can be found at the [SHARE Kit & Kaboodle page](#). Provided LEAP training videos provided for members. (LEAP is circulation software designed for use with a web browser and not tied to a particular device).

The training collection is 18 short-form videos on the software's functionality and fulfills an objective to provide more virtual training options for members.

SHARE members participated in virtual Town Halls. Staff utilized Zoom videoconference functionality for large governance meetings, discussing important topics such as software upgrades and organizational fee structures. Upgraded the JetPay software platform (Illinois Treasurer's Office). This feature is integrated with Polaris for library patron fee payments.

One of the most gratifying resource sharing experiences as a system staff member is to assist a member library move from a standalone (or no) automation system to going live as a member of the largest library consortium in North America. The West Union District Library completed their data migration and went live in FY2020. SHARE gained three additional members who are now considered transitional members: Meridian CUSD #101 (Mounds), Gillespie Middle/Senior High School, and Potomac Public Library District.

"Thanks again for taking the time to come to the library and work with me. I really appreciate it."

*Megan Kiesling, Library Clerk
John A. Logan College*

Members of the SHARE Executive Council and SHARE/IHLS staff leadership recognized the funding formula supporting the very large member-focused organization required a revision to continue meeting expenditures. A range of factors including library size and type, collection size and number of patrons impact a library's annual maintenance fee. In the FY2020 SHARE fee evaluation process, staff compared our organization to similar ones in northern Illinois and surrounding states. We were delighted to inform our members that the automation group still provides a great value—SHARE maintenance fees are the least expensive and provide the most membership benefits.

SHARE team members pursue resource sharing opportunities that may benefit all IHLS member libraries. In FY2020, we collaborated with two vendors to provide reduced cost access to library training webinars on a range of topics such as Security for Rural Librarians, Sensory Storytime, and Strategic Planning. Our staff promoted group discounts and demos from a variety of vendors including: Swank Movie Licensing, RBdigital, and Patron Point, as well as offering information about vendors that offer technology solutions to curbside service. In addition, we partnered to provide RAILS initiatives to our member libraries: Career Online High School, Inkie, Biblioboard, and Explore More Illinois. Several of our members first learned about these opportunities at the 2019 Member Day when visiting the RAILS booth. Our RAILS resource sharing colleagues found their Member Day experience very helpful.

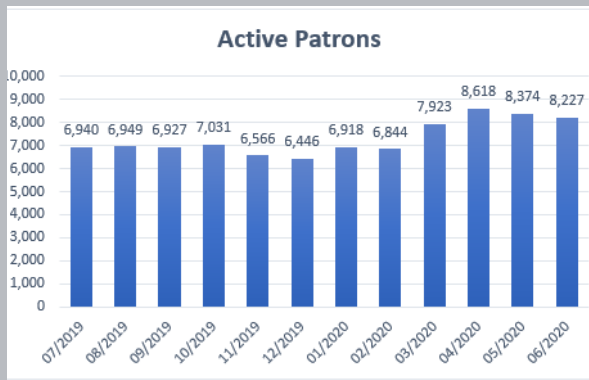
With the COVID-19 virus came various challenges for SHARE member libraries. As libraries decided to close or otherwise limit resource sharing in early spring, SHARE staff quickly responded to requests and:

- Disabled secondary routing sequences for Interlibrary Loan
- Disabled notices to help members alleviate customer concerns about overdue materials
- Acted as a member sounding board: providing guidance and suggestions for location-specific concerns
- Offered curbside pickup and library marketing software demos

E-resources represent an opportunity for libraries to expand their traditional print collections and became quite helpful alternatives for patrons as the pandemic continued. SHARE staff chose to support members additionally by increasing digital purchasing frequency and by opening up cloudLibrary in Polaris to all SHARE members for free in spring 2020. Agencies without financial resources to invest in e-books or e-audio took advantage of the opportunity and 13 members were added to the cloudLibrary consortium, with even more joining in FY2021. As physical library doors closed in the face of the pandemic, e-resources became the front-facing collections of many SHARE public and school libraries. The utilization of these resources will grow as libraries continue to offer services while the health emergency is ongoing and beyond.

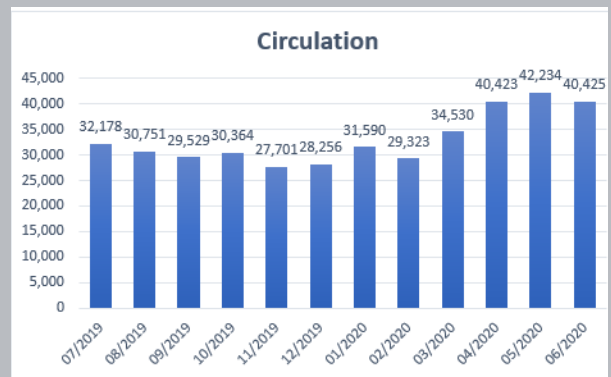
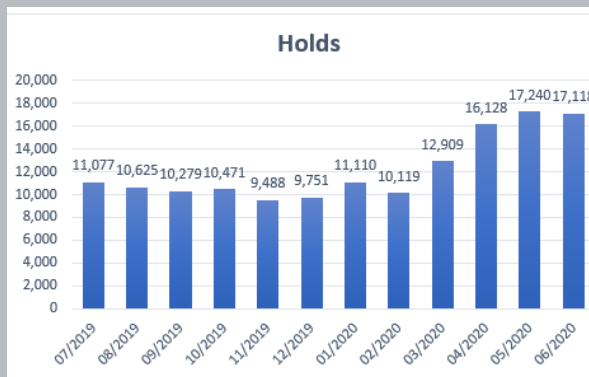
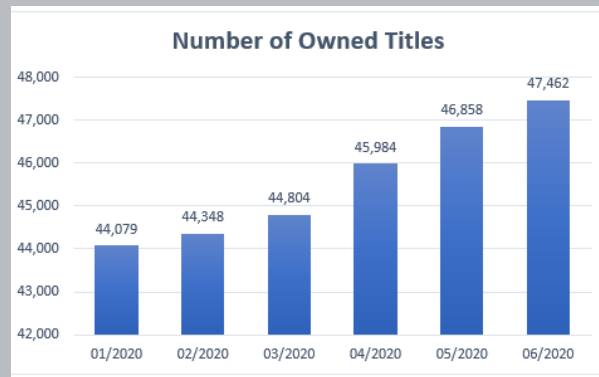
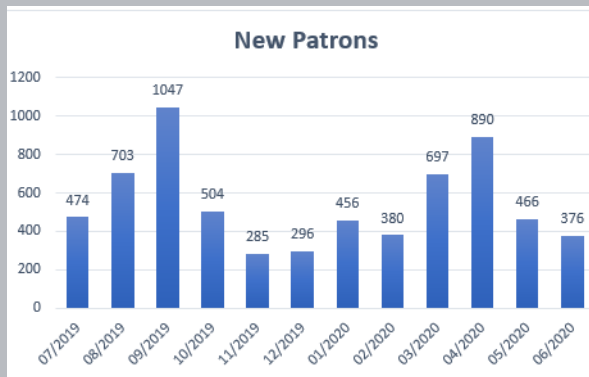


SHARE STATISTICS



"Thank you for this great help! You are on our radar now for your kind help and for not making fun of me for a simple question that I should maybe have been able to figure out myself."

Julie Dunn, Librarian
Watseka High School Library





MEMBERSHIP

An ongoing task for the IHLS membership team is gathering and reviewing contact information for various constituent groups. In FY2020 we had a laser focus on public library trustee accuracy in the Library Learning (L2) database. The L2 project itself was awarded grant funds for a reboot in FY2021 and membership staff joined other IHLS colleagues in supporting the project helmed by RAILS. IHLS staff was asked for (and supplied) input throughout the entire development process.

Support for members remained consistent throughout the year, with a difference in urgency following the restrictions placed on our members once the impact of the pandemic began to be felt. There was plenty of one-on-one support from the system to member libraries. However, this was also a time of mutual support through the system sponsored listserv and Director's Chats. Those opportunities afforded the membership a chance to connect with and support each other during a time in which that connection and support was crucial.

Site visits to school libraries were able to proceed as those generally take place in the fall, with spring public library visits mainly sidelined from March – June 2020. These visits provide a valuable opportunity for staff and membership to connect on a very real level—often affording a new library director a comfort level to bring up questions or concerns they would not ordinarily voice. Some outreach requires a very tactful approach, as libraries deal with individual challenges faced by their agencies regarding board, budget, staffing, etc. And we continued in FY2020 as we had in FY2019 to target support for public library trustees through continuing education and communication.

*"You're the bestest!
What would we do without IHLS".*

Shelley Kolb, Director
Hillsboro Area Public Library District



Our team provided ongoing support to the consulting staff at the Illinois State Library (ISL) as back-up regarding annual tasks, primarily reaching out to members requiring assistance with the Illinois Public Library Annual Report (IPLAR), Public and School Library Per Capita grant opportunities, and Non-resident Fee Surveys. The annual certification process was well underway in March and was suspended due to COVID-19.

A central component of departmental activities is to develop and prepare for networking gatherings. This year, membership staff enhanced the educational component of Members Matter events to include a continuing education focus as well as the networking benefit. And, whether virtual or in person, system presence at member networking groups is ongoing.

"A huge thank you to everyone for keeping us as sane as possible and well informed".

Lisa Livesay, Director
Stinson Memorial Public Library

A goal of continued participation in statewide initiatives that support library services is well-matched by our membership team with active involvement in Directors' University and the Small and Rural Libraries Forum (both from the Illinois Library Association), and in a liaison capacity to the Association for Illinois School Library Educators (AISLE). Special attention should be given to the formation of the Small and Rural Libraries Forum, since the work to bring that forum into existence had significant support from IHLS.



Since staff professional development is a key factor in providing quality service to our Membership, System staff participated in multiple conferences during the year. These included statewide conferences for the Illinois Library Association and the Association of Illinois School Library Educators. Staff also took advantage of the Association for Small and Rural Libraries Conference in Burlington, VT and the Public Library Association Conference in Nashville, TN. Spring brought a whole new experience and participation in the Innovative Users' Group and the American Library Association's conferences was of a virtual nature. Of particular note was the opportunity for four staff members to take advantage of the Public Library Association's Social Justice and Public Libraries: Equity Starts with Us training that was held in Chicago in the Fall of 2019. That experience significantly impacted all of us who were privileged to attend, and we returned to work determined to move that effort forward. of our accounting operations.

In FY2020 IHLS was able to provide some solid continuing education opportunities for our membership. Of note were offerings that focused on topics that were of timely concern, including the legalization of recreational cannabis in Illinois and the minimum wage hike.

COVID-19 changed all of that and the pivot was to provide information to members on interpreting state mandates and how they impacted conducting library business. A bright note in the spring/summer continuing education season was a series of three workshops presented by HR Source. Those included sessions on HR Department of (N)one, Making Meetings Work, and Leading Up, Out and Down.

As evidenced by the pandemic, Membership Services are driven primarily by member needs. Some we can foresee and prepare for---providing continuing education offerings regarding the minimum wage increase is a solid example of that. We never saw COVID-19 coming, but the commitment of the entire IHLS staff to supporting our membership has served the system well. Looking back at this particular moment in time, this opportunity to serve will be looked on with pride and satisfaction.



1.2 AGENCY PARTICIPATION TO PROVIDE AND MAINTAIN ACCESS TO AQUISITIONS



SHARE

SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY

2.1 FY2020 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:

- Cloud Subscription	\$115,651
- SHARE LLSAP Full Member Fees	\$1,053,136
- SHARE LLSAP Transitional Member Fee	\$15,634
- SHARE Bibliographic Service Fee	\$73,568
- SHARE Additional Module Fees	\$28,000
- SHARE SAM Fee	\$12,375

The SHARE fund contains LLSAP group purchase fees from member libraries in the following categories:

- SHARE Group Purchase Subscriptions	\$93,002
- SHARE eBook Purchases	\$105,654

The General fund contains program attendance and purchase fees on behalf of member libraries in the following categories:

- Creating Standards for Successful Customer Service Webinar	\$75
- Security for Rural Librarians Webinar	\$840
- Sensory Storytime Webinar	\$200
- Sexual Harrassment Webinar	\$990
- Strategic Planning Webinar	\$275
- Library Law Books	\$3,026
- Serving Our Public Books	\$5,885
- Dreamhost Domain Name	\$526
- Scholarship Bundle	\$6,475
- Swank Movie Copyright Compliance Site License	\$1,197
Total:	\$1,516,508

2.3 SYSTEM NON-MEMBER FEES AND REVENUE

Service	Revenue
E-Rate Funding	\$5,561
ILDS Contract	\$250,325
Total:	\$255,886
ILLINET/OCLC Group Service Fees	\$4,558,351
ILLINET/OCLC Monthly Network Transactional Billing	\$832,816
Total:	\$5,391,167

2.4 CAPITAL EXPENDITURES IN EXCESS OF \$5,000

Capital Projects Fund Expenditures	Expense
<u>Building & Improvements</u>	
EDW: Clean, Fill, Seal, & Paint Lines on Parking Lot	\$9,800.00
CHA: Outdoor Concrete Project	\$5,822.00
EDW: Mine Subsidence Repair	\$113,953.00
Total:	\$129,575.00
<u>Vehicles</u>	
2019 Ford Transit Vans (3)	\$82,065.00
Total:	\$82,065.00
SHARE Fund Expenditures	Expense
<u>Computers</u>	
SHARE Telephony Server Project	\$20,670.98
Total:	\$20,670.98

2.5 LOANS OR LETTERS OF CREDIT

As of June 30, 2020, there were no outstanding loans, letters of credit or grant anticipation warrants for the Illinois Heartland Library System.

2.6 TREASURERS SURETY BOND (ATTACHMENT 2.6)

3.1.1 CHANGES IN SYSTEM MEMBERSHIP

There have been no membership changes in FY2020.

3.1.2 SUMMARY OF SYSTEM MEMBERSHIP

30

**Academic
Libraries**

235

**School
Districts**

227

**Public
Libraries**

32

**Special
Libraries**

IHLS

Number of events/programs:	48
Number of participants:	1,309
Total contact hours:	3,137

CE events offered by IHLS included: Continuing Education and Training events on a variety of topics. Our Members Matter meetings offered us the opportunity to provide information on strategic planning, working with boards, and planning for the minimum wage increase. Independent events covered Minimum Wage Forecasting as well as Relationships between Trustees and Directors. When libraries began dealing with COVID-19, our Directors' Chats took on a weekly mission of updating libraries on new developments and discussing it as a group. In addition, two specially held Members Matter meetings were held to discuss Virtual Summer Reading Programs and Reopening Plans.

The numbers above also reflect training done by the Cataloging Maintenance Center and include the popular "Online with the CMC" events.

Although not an IHLS event, the system did have an opportunity last year to partner with the School of the Art Institute of Chicago, the American Library Association, and the Illinois Library Association in the promotion of "More Speech: A Conversation about the 1st Amendment."

SHARE

Number of events/programs:	102
Number of participants:	1,266
Total contact hours:	2,728

CE events offered by SHARE included trainings on any and all aspects of working with our automation consortium. Multileveled barcoding and circulation trainings were made available to SHARE members as well as focused topics such as Library of Congress Subject Headings. Training pertaining to e-resources was also available to our members.

3.1.4 MEMBER SITE VISITS

A total of 29 site visits were made by system staff between August 13, 2019 and March 9, 2020 and IHLS had begun to make some small inroads into school library site visits. COVID-19 made site visits impossible during the spring and early summer, so there was no change of meeting the goal.

Site visits were held in FY2020 for a variety of reasons. Often, for a visit with a new director or as part of a networking group meeting. IHLS staff attended board meetings when asked or discussed a library's financial challenges. Until March of 2020, when asked to do a site visit by a member library, the answer was always an automatic yes.



3.1.5 NON RESIDENT PARTICIPATION

The URL for the 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>

SYSTEM STAFF

3.2.1 SYSTEM STAFF LIST (ATTACHMENT 3.2.1)

Staff development is an important component of creating an effective and professional team. IHLS staff have attended over 500 trainings this year alone. IHLS continues to work with Fred Pryor for continued education opportunities and staff completed 367 total online courses. In addition, they attended 142 live trainings at various locations throughout the state and a total of 13 in- and out-of-state conferences.

A Real Colors workshop was the focus of the FY2020 staff day. The program is designed as a valuable team building and communication resource that leads to a better understanding of others resulting in more clear communications. Learning about the colors that represent different personality traits helps each person to instinctively recognize characteristics of people they know.

It was quite a surprise that over 60% of our staff carry green characteristics. Those with Green color personality strengths tend to be perfectionistic, analytical, conceptual, cool, calm, inventive, and logical. They seek knowledge and understanding as well as always looking for explanations and answers.



3.3.1 FY2020 BOARD MEETINGS HELD

The regular meetings of the Board of Directors of the Illinois Heartland Library System will be held on the fourth Tuesday of the month at the Illinois Heartland Library System Edwardsville location. There will not be a regularly scheduled meeting for the month of December. Each meeting will begin at 5 p.m. All Board and committee meeting agendas are posted on the Illinois Heartland Library System website.

July 23, 2019 - IHLS Edwardsville
August 27, 2019 - Effingham Public Library
September 24, 2019 - IHLS Edwardsville
October 29, 2019 - IHLS Edwardsville
November 26, 2019 - IHLS Champaign
December 12, 2019 - IHLS Edwardsville
January 28, 2020 - IHLS Edwardsville
February 25, 2020 - IHLS Edwardsville
March 24, 2020 - Phone
April 16, 2020 - Zoom
May 26, 2020 - Zoom
June 23, 2020 - Zoom

3.3.2A LIST OF SYSTEM BOARD MEMBERS

Board Elections are held annually in April and new members are seated at the May board meeting.



Stacey Carter, President
1098 1350th Street
Lincoln, IL 62656
217-735-5411
scarter@illinoisheartland.org
June 2020



Tina Hubert, Vice President
2001 Delmar Avenue
Granite City, IL 61938
618-501-4781
thubert@illinoisheartland.org
June 2021



Sandy West, Secretary
468 North Ken Gray Parkway
Ina, IL 62846
618-437-5321
swest@illinoisheartland.org
June 2020



Beverly Obert, Treasurer
123 North Main Street
Atwood, IL 61913
217-578-2515
bobert@illinoisheartland.org
June 2022



Mary Smith, Member at Large
121 East Washington Street
Belleville, IL 62220
618-234-8340
msmith@illinoisheartland.org
June 2020



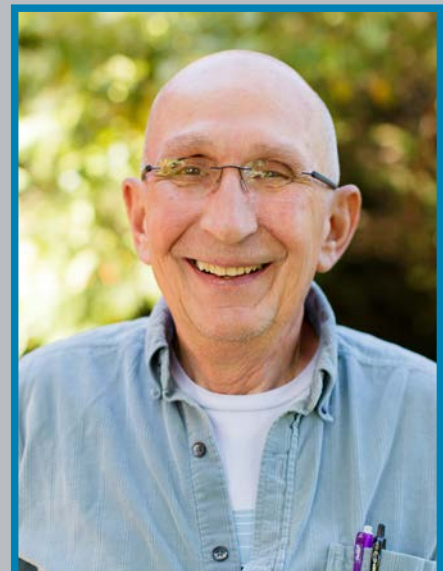
Frank Bandre
3 West Church Street
Mascoutah, IL 62258
618-593-0790
fbandre@illinoisheartland.org
June 2021



Karen Bounds
515 East Broadway Avenue
Centralia, IL 62801
618-532-5146
kbounds@illinoisheartland.org
June 2022



Loretta Broomfield
1808 Walnut Street
Murphysboro, IL 62966
618-751-1282
lbroomfield@illinoisheartland.org
June 2022



Gary Denue
215 Commercial Street
Edwardsville, IL 62025
618-656-4941
gdenue@illinoisheartland.org
June 2020



Janet Jenkins
2000 North Cross Street
Robinson, IL 62454
618-554-8651
jjenkins@illinoisheartland.org
June 2022



Tammy Krouse
361 West Main Street
Albion, IL 62806
618-445-7662
tkrouse@illinoisheartland.org
June 2021



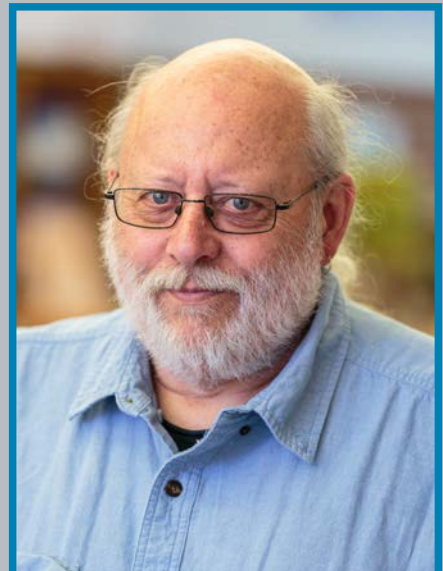
Susan Pennington
300 South 11th Street
Springfield, IL 62703
217-622-7046
spennington@illinoisheartland.org
June 2020



Joshua Short
1001 Ninth Street
Highland, IL 62249
618-520-9148
jshort@illinoisheartland.org
June 2022



Charlene Topel
202 West Hawthorne Drive
Effingham, IL 62401
217-342-4079
ctopel@illinoisheartland.org
June 2021



Bill Wagner Jr.
106 West Flessner Avenue
Rantoul, IL 61866
217-369-9204
bwagner@illinoisheartland.org
June 2021

3.3.2.B ASSESSMENT THAT THE BOARD MEETS THE POLICIES REQUIREMENTS



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>

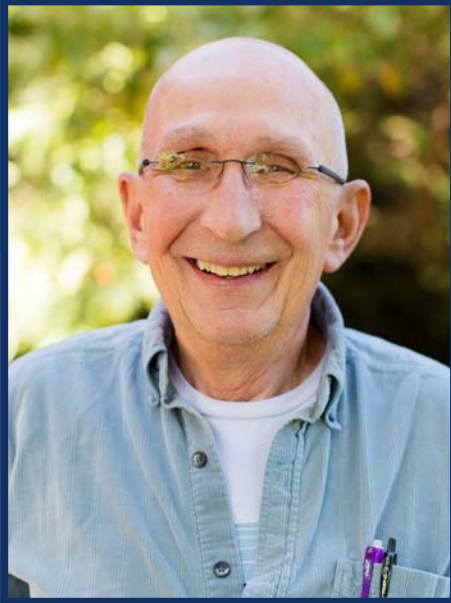
Personnel Code (Conflict of Interest, Travel Expenditures and Secondary Employment):
<http://www.illinoisheartland.org/sites/default/files/IHLS%20Empl%20Code%20amendedMay2015.pdf>

3.3.2.C ASSESSMENT THAT THE BOARD MEETS FINANCE AND RECORDS RESPONSIBILITIES

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 SYSTEM ETHICS OFFICER



Gary Denué has given 10 years of service to Illinois Library Systems. As a member of the Lewis and Clark Library System Board of Directors, he provided guidance during the planning for the merger and transition to the Illinois Heartland Library System. His six years on the IHLS Board has provided invaluable wisdom and guidance to the agency and he will be missed. Gary will continue his involvement with libraries through his seat on the Edwardsville Public Library Board of Directors.

3.3.4 SYSTEM FREEDOM OF INFORMATION ACT (FOIA) OFFICER

Tina Hubert is the Director of Six Mile Regional Library District and a self-proclaimed library-geek since childhood. She has worked in libraries across Illinois for over 30 years! Tina has experience working in public libraries, at the Illinois State Library, with Illinois Library Systems, and the Illinois Library Association. She has stated that it is an honor and privilege to support and contribute as much as possible to all types of libraries.



3.3.5 COPY OF LATEST APPROVED BOARD BYLAWS (ATTACHMENT 3.3.5)

3.4.1 SUMMARY APPRAISAL OF SYSTEM REAL ESTATE

Property Description	Own or Rent?	Value of Property	Plans for Property
Carbondale Hub 1740 Innovation Drive Carbondale, IL	Rent	\$2083.34 monthly (\$25,000.08 yearly)	Continue
Champaign Hub 1704 Interstate Drive Champaign, IL	Own	Appraised value \$850,000 as of 2018	Finish ADA remodel of bathrooms
Edwardsville Hub 6725 Goshen Road Edwardsville, IL	Own	Appraised value \$2,100,000 as of April 2019	Increase delivery footprint Basic remodel/update



3.4.3 FISCAL YEAR OUT OF STATE TRAVEL

Number of Travelers	Actual Expense	Reason for Travel Destination & Duration
1	\$1,686.96	American Library Association Midwinter Conference, Philadelphia, PA – 5 Days
2	\$3,524.81	The Association for Rural & Small Libraries Conference, Burlington, VT – 4 Days
2	\$790.74	CONTENTdm User Group Meeting, Indianapolis, IN – 2 Day
6	\$10,958.77	Public Library Association Conference, Nashville, TN – 5 Days

