ILLINOIS HEARTLAND LIBRARY SYSTEM

ANNUAL REPORT
FY2021

Imagining Tomorrow, Delivering Possibilities Today!

ILLINOIS STATE LIBRARY
FY2021 Library System Annual Report Cover Sheet
23 ILAC 3030.270 (Multitype Library System)

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Library System: Illinois Heartland Library System

Signed: _____   Date: 9/30/2021
Board President

Signed: _____   Date: 9/30/2021
Executive Director

A Word From the Director

What is the true value of responsive support services provided to our 521 member libraries in central and southern Illinois? How do you balance the needs of patron safety and agency efficiency and effectiveness? How do we continue to offer the best possible customer service to our member libraries during an ever-evolving, rapidly changing global pandemic? These tasks facied Illinois Heartland Library System in FY2021—a year filled with challenges and obstacles, certainly, and one ready for new approaches and outcomes.

From a service perspective, much of the first half of FY2021 seemed like a reaction to external pressures and events we could not predict or control. We quickly put together an internal crisis response team whose role was to prepare "what if" responses to possible and likely scenarios related to the COVID-19 pandemic. With the basic components of our crisis response in place, we were better prepared to respond to situations. The messaging was issues-focused and allowed IHLS to pivot more quickly based on member needs. Everyone on the team had a role, and with external messaging addressed our service teams could focus on making necessary adjustments to their programs. The agency-wide approach to an unprecedented societal challenge utilized scalable tools and skills.

Leslie M. Bednar
Executive Director

Communications

Communication with members and other stakeholders is the one task we will never consider completed. We may change platform or social media channel, but our consistent messaging regarding the availability of member services does not. We welcomed a second professional to our team this year and more than doubled the capacity of this small and mighty staff group.

In FY2021, our marketing and communications staff worked to share timely information necessary for our members as they negotiated the changing COVID-19 landscape and put the information together in one place, a COVID-19 Updates & Resources section of our website.

We also adjusted our Directors Chats from a monthly to a weekly format for the first several months of the pandemic as a direct response to perceived member needs for networking. The chat-only technology can be a bit to manage with our growing groups of 50-60 attendees per session. The low-tech format allows participants to engage with each other while providing services at their libraries. Each chat is saved and posted to our website for later viewing.

Effective and efficient outreach also includes our bi-weekly member newsletter and regular social media posting. Hemmed in as we were by stay-at-home orders in FY2021, we did find a unique way to reach out with a new communication medium—public television. We were approached in January by WSIU-TV, a public television station based in Carbondale, to sponsor a documentary of Ernest Hemingway. The program originally aired April 5 through April 7 (Library Week). WSIU created a short video promoting public libraries in Illinois and filmed at an area library. IHLS included ILA as a partner and has full use of spot following the program.

Human Resources

Staff development and professional growth are key to our success as an employer of choice. A staffing change led to a new department leader determined to keep IHLS legally compliant, meeting employee needs and continually attracting top talent to join our staff team.

"The product of a salary equity study completed in FY2013 showed there was little room left for vertical expansion with only 11 classification levels. In January of this year, we embarked on a benchmarking survey contracting with HR Source for the analysis."

We have worked with the same salary and classification scale for all positions for over 8 years. The product of a salary equity study completed in FY2013 showed there was little room left for vertical expansion with only 11 classification levels. In January of this year, we embarked on a benchmarking survey contracting with HR Source for the analysis. All position descriptions were reviewed and updated, if necessary. HR Source established salary grades for each position and industry standards for salary ranges based on surveys of comparable industries and organizations. A handful of staff received market adjustments as they were paid below range for their position.

The amount of documentation necessary to track absences due to COVID-19 cannot be understated. Federal legislation such as the Families First Coronavirus Response Act (FFCRA) and the Emergency Family and Medical Leave Act (EFMLA) provided benefits like paid time away from work for certain situations, which was helpful for staff with little accumulated benefit time and part-time staff. The further we went into the fiscal year, we moved from an email-only communication system to the development of a staff intranet. Intended originally as a single source for COVID-19 related information for IHLS staff, it has grown to include our safety team training materials and other timely details.

Continuing education is a key support tool for all staff, and we support staff participation as much as is practical. In FY2021, IHLS staff access to online learning resources included:

- Niche Academy (including Ryan Dowd's Homeless Librarian series)

- Gallagher Core 360 safety trainings (available through our commercial insurance partner)

- Pluralsight (information technology-focused webinars)

- Ford Harrison webinars (available via our association with Karen Milner, Partner, Ford Harrison)—topics include human resources, diversity, and Coronavirus

- Pryor Learning—topics such as management, office software, accounting, and workplace safety (in FY2021 all classes were online)

Additionally, IHLS team members:

- Participated in Bystander Intervention in the Workplace webinar presented by Hollaback!

- Have access to the numerous resources of H & H Health Associates. H & H is our employee assistance program and a very cost-effective benefit. With nearly 100 staff, the cost is just under $3 per employee per month.

Accounting

A primary goal of our staff finance team is to equip IHLS Administration and Board of Directors with effective reporting of financial transactions that encourage good stewardship through decision making. They rose to the occasion in FY2021 and met the challenge of the pandemic. Due to the sensitive nature of their work and necessary manual recordkeeping prior to COVID-19, it was difficult to imagine most of our accounting staff could work remotely successfully. When stay-at-home orders were issued in spring 2020 and then continued for agencies not working directly with the public in the summer, the team systematically devised a virtual solution for all but a handful of tasks.

Technology improved department and agency-wide functions through the integration of two software tools:

- Microix automated timesheet and timeclock workflows: adding efficiency and saving staff resources while integrating with our Abila financial software.
- OpenGov: the budgeting and reporting components bring additional functionality to our budgeting process and provide real-time account information for project managers.

Additional achievements in FY2021 include:

- Achieved reduction in fees of $4,800 from current audit provider after bid process.
- Utilized temporary staff to bridge gap when a full-time staff member was out on medical leave and to assist with routine HR tasks.
- Developed survey for public library members regarding accounting practices and interests, including what specific training from finance staff might be helpful to them.

Edwardsville Building First Floor Remodel
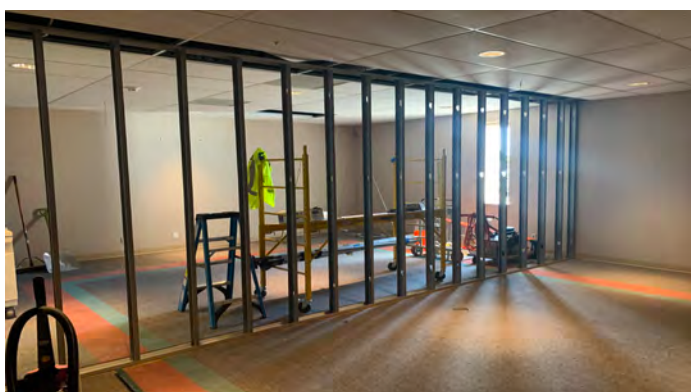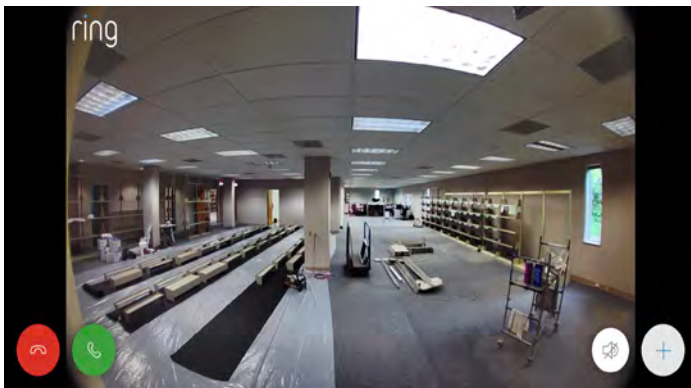
Information Technology

"Utilizing an internal help request system, most requests were responded to within 35 seconds of being submitted."

Our IT team supports IHLS staff as they provide core system services, whether working in one of our three office locations or via remote telework. Many staff services operated remotely in FY2021 and were well positioned during this time due to already having remote access software loaded and VPNs (virtual private networks) in place. Utilizing an internal help request system, most requests were responded to within 35 seconds of being submitted.

In FY2021, all components of our organization improved from enhancements to existing technology or the introduction of new tools to move member services forward. These improvements took many different shapes:

- SHARE Administrative Services staff addressed more member issues directly, and especially due to the expanded SUQ (SHARE Users Queue) web tool enabling staff to modify, add, and delete Polaris users directly. The utility also allows SHARE staff to complete mass changes to the Polaris database if necessary.

- Finance team and project managers employed data visualization utilizing IHLS information sources with the OpenGov platform.

- Several departments implemented and deployed our Customer Relationship Management (CRM) database to achieve better documentation of changes to library subscriptions and account changes, as well as keeping track of agreements and verbal changes.

- Cross-functional team assigned to redesign the IHLS website followed the statement of work outlined in the contract with Ameex (our second vendor) to move the project forward to completion in FY2022.

- IT team expanded the use of Microsoft Azure for cloud computing as appropriate for security and availability. It was discovered that using the VPN for certain types of access and programs was ineffective, and the team moved many services to cloud functionality to eliminate the dependence on VPN functionality.

Universal improvements included:

- Our traditional onsite phone system was not meeting the needs of IHLS staff or our members. IT team determined the best option was Teams from Microsoft that interacts with other functionality IHLS staff use. While not as mature as many other solutions, Microsoft made many changes and updates with the phone service. Staff members are pleased with the integration, especially additional services like emailed and transcribed voicemails, voice recognition employee directory, contacts and call history retained in Microsoft teams, and improved anti-virus and email protection.

- Decommissioned onsite telephone servers this year and much of the file storage is moving to OneDrive. Our dependence on the cloud increased our knowledge of such technologies and increased the reliance on broadband within our offices.

- Updated firewalls at all three office locations and the Champaign colocation facility with warranties.

- As we discover the pros and cons of working with Polycom H.323 equipment in a Zoom environment, a determination will need to be made whether to continue to shoehorn in the older H.323 technology with Zoom or move to a fully integrated Zoom Room environment. Currently, there is not a Microsoft Teams solution that will allow calling to non-Teams Rooms. For example, we would not be able to participate with Illinois State Library (ISL) rooms or other rooms across the state's network.

- In June 2021, we were notified by RAILS (Reaching Across Illinois Library System) that the legacy Polycom H.323 bridge would not be renewed after July 1, 2021. Work to register those rooms in Zoom continues. The use of room systems continues to be a priority for large staff meetings and meetings including members.

As a service for member libraries, the IT team continue to support Domain Name Services (DNS). Using the Dreamhost account set up for non-profit libraries, the purchase, renewal, and maintenance of DNS allowed more members to take advantage of the service. As library domains are registered, they have been moved to Wordpress, which is hosted on Dreamhost's servers at no additional cost to the member. This benefit is extremely valuable to our members in terms of annual cost and the timely renewal of domains, so our members never lose access to their domain name.

Bibliographic Services

As a component of core library support, bibliographic services at IHLS provides several services to libraries in the IHLS service area and to libraries statewide. A cornerstone of any contemporary resource sharing project, bibliographic services allow library patrons and staff to locate the items they need. We support accurate information and resource retrieval via two sections of this staff department:

- Bibliographic support, including cataloging and database maintenance for the SHARE consortium and cataloging training for SHARE members.

- Cataloging Maintenance Center (CMC), which provides access to resources and special collections throughout the state, including digitized collections at Illinois Digital Archives (IDA). The CMC provides information and training on bibliographic cataloging and metadata formation.

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. Fees for services are covered by a long-running grant from the Illinois State Library.

Continuing education and training are the foundation for both, and this is provided in ample measure for member libraries and IHLS staff. Within the state of Illinois, there are very few agencies with the depth of cataloging knowledge shared among our bibliographic services team. Our staff bring decades of library cataloging experience to the table. The priority placed on staff training in cataloging standards is evidenced through the following training opportunities attended by our catalogers:

Event	Activity type	No. participants	Length
Association of Rural and Small Libraries Conference	Virtual Conference	1	5 days
Research Institute for Public Libraries Data Boot Camp	Virtual Conference	1	3 days
Illinois Library Association Annual Conference	Virtual Conference	5	3 days
Online Audiovisual Catalogers Conference	Virtual Conference	5	4 days
Library Juice Academy/Beyond the Basics: Cataloging DVDs, Blu-ray discs, and Streaming Videos	Online course	4	4 weeks
Library Juice Academy/LSSC Elective Competencies: Cataloging and Classification Course	Online course	3	6 weeks
University of Wisconsin/Basics of Cataloging Course	Online course	2	8 weeks
Library Juice Academy/Subject Analysis and Subject Representation	Online course	2	4 weeks
OCLC Member Merge Project	Online Bibliographic Utility Training	7	Several months

Cataloging training for libraries follows the target markets noted above. SHARE member catalogers are required to participate in 15 hours of continuing education per year and in FY2021 all training was adapted to the online environment. This allows member library staff to remain safe while learning and allows the repeat of a class if necessary. In addition to moving all barcoding and cataloging classes to the SHARE training portal, staff continued to provide Zoom barcoding classes periodically and worked with member cataloging staff one-on-one when necessary to review specific steps in the barcoding or cataloging workflows. The team was able to provide limited in-person training to assist new SHARE members with barcoding their collection and to address database anomalies.

The CMC has had great success with monthly sessions called Online with the CMC: short, focused learning sessions followed by an opportunity for questions and answers on a variety of topics. In FY2021, average attendance at these sessions was 65 with classes available online for later viewing. In a nod to the creativity of our CMC staff, some titles are rather catchy:

- Mixing it Up: Mixed Materials
- Braille: Decoding the Dots
- Well, Isn't that Special: Archival Materials & Special Collections

Our focus on outreach through learning opportunities within the IHLS service area and statewide resulted in the following activities in FY2021:

Event	No. Participants	Total hours
Online with the CMC	436	436
RDA (Resource Description and Access) Audio and Video	16	75
Subject Analysis	1	15
RDA Book	17	255
Cataloging 3D Objects, Kits, and Realia	17	84
SHARE Catalogers Training Sessions (monthly)	892	1,784
SHARE Barcoding	119	357
Book Cataloging	36	108
Searching and Editing in OCLC	32	96
Introduction to Authority Control	30	90
Library of Congress Subject Headings	26	78
Dewey Decimal Classification	28	84
Cataloging Workday or In-Service	15	18
CMC Local Genealogy presentation to the SWAN eXpo	43	43
CMC Cataloging Assistance presentation to the SWAN eXpo	90	90
CMC presentation to school librarian course at Illinois State University	12	12
CMC presentation at IHLS virtual Member Day	67	67
Local History presentation at Illinois Library Association Annual Conference (Looking at the Past for Your Future)	112	112

Delivery

IHLS Operations staff ensure the timely delivery of library materials to our 521 member libraries through a variety of obstacles. Much of the focus in FY2021 on library materials delivery was on the safety aspect. There were several unknowns regarding the viability of the COVID-19 virus on library specimens and what that meant for the health of library patrons and staff. IHLS safety standards for operations staff (drivers and materials sorters) were based on best practices and incorporated staff input.

Team members took advantage of the modified work routines to accomplish goals and set new department standards. Regular all-delivery staff meetings allowed the group to function as a team regardless of work locations. Improved communication developed a deeper level of trust that moved the department forward through unexpected challenges:

• Quarantining of library materials between pickup and delivery to member libraries.

• Navigating the ever-changing landscape of member libraries who were not open, open for curbside service only, or fully open.

• Development of contact-less exchange points for every library for delivery of items.

• Creating an in-house task force of staff from all three locations to remain current on research, practices of similar organizations, and recommendations regarding the work environment for the IHLS delivery team.

• Instituting a Delivery Working Group (DWG) comprised of member library directors functioning as an advisory body.

• As much as possible, team leaders worked

to maintain stability, which proved to be an effective tool in the face of so many unknowns. IHLS focused member and other stakeholder communications on positive outcomes including an interactive member information session on our Delivery services and COVID-19:

• Leaned into the DWG for feedback and recommendations regarding delivery policy and practice, including quarantine periods. Members debated quarantine theory and practical application and were quite instrumental in guiding decisions reached by our leadership team.

• IHLS worked with our statewide delivery partners CARLI (the Consortium of Academic and Research Libraries in Illinois), ISL, and RAILS to provide patrons with consistent expectations regarding how long it would take before requested materials would arrive at their home libraries.

• Training new staff in the COVID-19 pandemic environment and purchasing additional protective equipment such as plexiglass dividers for the vans fleet so two people could comfortably ride together without health concerns.

• Creation of a brief five-question delivery survey in December to gauge how delivery was doing.

• Offering an IHLS Surplus Vehicle Grant to member libraries to extend resource sharing at the community level.

• New partnership with Enterprise Fleet Management to reduce costs.

• Remodel of the first floor of the Edwardsville office.

"Susan Palmer and her delivery staff do an awesome job delivering library materials five days a week to hundreds of libraries in IHLS. My patrons love the service and how quickly items arrive for pick up."
—Marian Albers,
Mascoutah Public Library

IHLS Total Items
(SHARE, non-SHARE, ILDS)

3,351,020

Total Number of Miles

1,011,617

Total Number of Stops

61,224

Resource Sharing

What can you achieve when two-thirds of a large group decide to cooperate and work together? If the group is IHLS member libraries and a significant portion choose library automation via SHARE, the answer is quite a bit! Nearly 66% (or 342) of IHLS member library agencies participate in the SHARE Consortium providing services at 474 locations in central and southern Illinois. Here is a quick look at powerful resource sharing by the numbers:

Total patrons	774,720
Total items	8.2 M
Total checkouts	5,428,653
Total filled holds	1,102,657
SHARE staff	23 (includes 2 IT and 6 CMC staff members)
SHARE member library staff	2,675

In FY2021, the SHARE organization continued to innovate with services and projects designed to expand resource sharing based on staff and member input. Two projects in particular hold far-reaching implications for future growth. As a service enhancement, a mobile library app can provide greater flexibility for patrons and libraries alike. Long on our wish list of improvements, SHARE's administrative team engaged in a thorough investigation of options and vendors for a mobile app to meet the needs of the largest automation consortium in North America. Mobile access of the SHARE online public access catalog has steadily increased for two years. More features are available to patrons through an app as compared to mobile optimized web access. SHARE membership eventually selected Solus as the app provider following several stages of member and staff involvement including:

- Committee participation: SHARE E-Resources Committee, SHARE Finance & Policy Committee, and the SHARE Executive Council all evaluated the proposal and eventually recommended Solus to SHARE membership.

- Demonstrations at committee and general member level: SHARE membership had opportunities to learn more via live and recorded demos.

- Financial planning to provide the benefit to all SHARE members:

  - SHARE Finance & Policy recommended use of SHARE Reserve Fund to provide base app at no cost to membership for three years.

  - IHLS Finance Department SHARE reviewed contract to incorporate into SHARE FY2022 budget.

- Communications and approval: SHARE administrative team maintained transparent throughout the process from proposal to membership approval with posted budgetary and statistical analysis, plus talking points for members and their patrons on the SHARE website.

The Illinois State Library provided grant funds to improve e-resources targeted to juvenile and young adult readers to support their school curriculum. The Purchasing E-Books to Support Member Libraries and Their Communities Grant was funded at $125,000 utilizing CARES Act (Coronavirus Aid, Relief and Economic Security Act) resources. The grant added 4,342 new titles to SHARE's integrated e-book platform, cloudLibrary. It built upon existing organizational strengths as well as inventive approaches to member involvement:

- Collection pre- and post-assessment: deliberate analysis of existing collection to identify strengths

and opportunities for growth, plus evaluation of grant targets at project end.

- Continued vendor partnership: SHARE and cloudLibrary (from Bibliotheca) have a long-term relationship strengthened by our project team's in-depth knowledge of the current e-resource environment.

- Member library participation: to increase collection development, six member librarians partnered as selectors.

- Communication: SHARE administrative team reached out to membership regularly to promote the grant opportunity and solicit suggestions for acquisitions.

- New readers' advisory content for members: SHARE and IHLS Marketing and Communications Department worked together to generate patron-facing content for member libraries to share in order to drive patron usage.

Our SHARE staff applies the same measured approach to all facets of their interaction with members and vendors with the ultimate goal of improved patron satisfaction:

- COVID support: as SHARE member libraries continued to navigate the health and safety measures of the COVID-19 pandemic, our staff provided timely assistance, making adjustments as necessary in the Polaris administrative module.

- Common Loan Committee: SHARE administrative staff formed an ad hoc committee to gauge member interest in developing recommended loan periods and renewals in the Polaris platform, with a goal to improve patron satisfaction.

- Polaris Leap training: a growing number of SHARE members added the Polaris Leap web application, with access to a suite of learning videos.

- AISLE (Association of Illinois School Library Educators) partnership: SHARE staff actively engaged in supporting school library staff along with our colleagues from AISLE and RAILS (Reaching Across Illinois Library System). Developed and presented System E-Content and E-Resources for Illinois Educators to share information regarding e-resources, vendors, and discounts to school library staff.

- SOPPA (Student Online Personal Protection Act) Compliance: legislation designed to protect student information from third-party providers led SHARE administration to develop and propose a SHARE privacy and data policy.

- RBdigital merger: managed the impact of the merger between RBmedia and Overdrive, including refunds to member libraries.

- cloudLibrary magazines: explored group purchase and did not move forward based on overall cost, selection, and member feedback.

- New York Times group purchase: after contract renewals significantly raised, SHARE worked on a group purchase with members and the New York Times, which lowered each library's annual cost.

- Swank group purchase: administered the group licensing discount available to member public libraries on major Hollywood films for public use.

"IHLS has helped/assisted the Dieterich CU #30 community to provide an unserved area in the state of Illinois with access to library services. IHLS went to great lengths to obtain grant funding that would assist the libraries within the system to join SHARE. This grant funding made it possible for our small rural school district to afford membership and startup costs."
—Mary Richars, Dieterich CU #30

Membership

Every fiscal year is different and FY2021 certainly will always stand far above the rest. However, Membership Services are always about supporting our members. So, pandemic or not, that is exactly what IHLS provided. A stated goal under Membership is to support member libraries in their efforts to "…provide excellent library service to their stakeholders." To achieve this goal during a pandemic was a challenge. Our staff worked collaboratively together with members to ensure their needs were a priority.

At a system level, multiple opportunities were put into place for libraries to network and turn to others for mutual support. The best example of this was the reliance of so many people on the Directors Chat. This chat has been in place for several years. Originally, it was held once a month, but when the pandemic hit, it moved to a twice weekly format. Beginning in FY2021, sessions were scheduled for every Thursday at 1:00 p.m. It is a chat-based formula, using Adobe Connect—nothing new or flashy and an average of 40 people continue to participate each week. It is obvious that this became a safe space for people to network with one another and share mutual concerns. An average of 152 contact hours per month were achieved through this event. The Directors listserv did much the same thing (it has always been very active); however, it was the chat sessions that just exploded.

Members Matter meetings were held five times during FY2021, covering a broad range of topics and always including a networking component:

Session title	Date	Live attendees
IHLS Delivery Services and COVID-19	Sept. 14, 2020	137
An Update from the Illinois State Library- 2021 Public Library Per Capita Grants + Cards for Kids Legislation and Administrative Rules	Dec. 11, 2020	95
Team Up to Keep Communities Active + Engaged	Jan. 27, 2021	52
Library Ethics 101: What Would You Do?	Mar. 4, 2021	71
Public Libraries and Illinois State Courts	May 13, 2021	35

Member libraries realized the value of networking in these quickly changing times and networking groups that once met in person quickly moved to a virtual platform. Seeing faces of colleagues and hearing their voices went a very long way in trying times. Whether it was following a chat or participating in a Zoom networking meeting, system staff from diverse departments participated on a regular basis. If it was a discussion about how to

> *"Our library trustees were in need of guidance. IHLS sent someone to our board meeting and provided us with an understanding of what trustees and the director's duties are."*
> *—Carol Tomaszewski, Ashley Public Library District*

hold a virtual board meeting in compliance with OMA or tweaking settings in SHARE when a library needed to close temporarily or to discuss quarantine protocols, a staff person was there to handle the question.

IHLS continued to draw on resources statewide to support our members this year:

- Human resources administration is a facet of every library director's job, and for the second year in a row, IHLS partnered with HR Source to make a series of webinars available: Job Descriptions: Why, What and How, Conflict Management, and Critical Conversations: Conducting Effective One-on-Ones.

- Through active participation in statewide organizations, the membership team brought enhanced service and accurate information to our membership. Involvement with ILA's Public Policy Committee, the Small and Rural Libraries Forum, Directors U, and leadership in the statewide working group formed to support AISLE (Association of Illinois School and Library Educators) went far in connecting our members to the broader library community.

The silver lining in planning events for our members was that we were not site-bound; we could include presenters from anywhere. This was particularly helpful in planning our 2020 Member Day, which made a quick pivot from in-person to virtual programmin as planning began in spring 2020. Presenters joined us virtually from Chicago, Kansas, North Carolina, and Washington. Another benefit to a virtual format was that members who could not have participated in an in-person event were now able to join us. The appeal of virtual participation is something our agency will pay closer attention to.

Membership, continuing education, and networking are service areas where we are only bounded by time, funding, and creativity. Our membership staff, no more than a team of two full-time professionals, creatively provided more services to our members in large part due to their combined contacts in the field. In FY2021, all programs and services were virtual, which created various adjustments, whether positive or negative:

- Department staff were able to attend the various member networking groups during the year as those too were virtual.

- IHLS did seek legal advice on behalf of member public libraries from our legal counsel Phil Lenzini. It is not unusual to require Phil's advice from time to time during the year. In FY2021, we had an unusual volume of questions outside of routine library law.

- Notably, a victim of the pandemic was site visits to member libraries. While a few were achieved virtually with new public library directors, it is not the same. Getting to know a library staff member on their "home turf" is an unmatched tool for system staff in serving all our members.

The Membership Team is always committed to working with our member libraries and our colleagues at the Illinois State Library to ensure that nothing falls through the cracks that is of importance. We are always happy to be given the opportunity to aid with the completion of annual tasks such as annual reports, certification, and non-resident fees.

Professional development for members and system staff looked very different this year. Because conferences were all virtual, some opportunities became available that would have been cost prohibitive if taken advantage of in person. Along with offerings that were very particular to their work responsibilities and interests, system staff virtually attended conferences that included events sponsored by:

- American Library Association
- Illinois Library Association
- Association for Illinois School Library Educators
- Association of Rural and Small Libraries
- Reaching Forward Illinois

In the objectives outlined for FY2021, the final one reads: "Maintain timely and accurate information on our Membership." Certainly, the transition from L2 to L2: Library Directory and Learning Calendar positioned systems and libraries throughout the state to do just that. The introduction of a Customer Relationship Management (CRM) tool will also allow us to collect and share more specific information on our membership and our interactions with them.

Our focus on member outreach and the power of multitype libraries continues to attract new agencies to our organization. During this fiscal year, three libraries have been in conversation with membership staff regarding system membership. Two of the conversations are in very preliminary stages. In addition, three correctional center libraries are waiting in the wings to move forward with the membership process.

As we begin our seventeenth month of working within a pandemic environment, the stated goal to support member libraries as they provide service to their stakeholders remains true. Whatever the challenge, the IHLS commitment to provide support remains strong.

1.2 Agency Participation to Provide and Maintain Access to New Acquisitions

Public	209
School	110
Academic	7
Special	13
TOTAL	339

Financial Report

2.1 FY2021 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	$115,681
- SHARE LLSAP Full Member Fees	$1,158,987
- SHARE LLSAP Transitional Member Fee	$22,666
- SHARE Bibliographic Service Fee	$82,158
- SHARE Additional Module Fees	$31,050
- SHARE SAM Fee	$14,175
Total:	**$1,424,718**
The SHARE fund contains LLSAP group purchase fees from member libraries in the following categories:	
- SHARE Group Purchase Subscriptions	$84,345
- SHARE eBook Purchases	$86,220
Total:	**$170,565**
The General fund contains program attendance and purchase fees on behalf of member libraries in the following categories:	
- Job Descriptions Webinar	$330
- Critical Conversations Webinar	$390
- Conflict Management Webinar	$430
- Bystander Intervention & Sexual Harassment Webinar	$1,344
- Library Law Books	$1,614
- Serving Our Public Books	$1,100
- Dreamhost Domain Name	$512
- Swank Movie Copyright Compliance Site License	$2,691
Total:	**$8,410**

2.3 System Non-Member Fees and Revenue

The General fund generated revenue in the following categories:	
E-Rate Funding	$3,240
ILDS Contract	$257,493
Member Day Vendor Sponsorships and Promotional Product Sales	$2,506
Total:	**$263,239**
The OCLC fund generated revenue in the following categories:	
ILLINET/OCLC Group Service Fees	$4,540,442
ILLINET/OCLC Monthly Network Transactional Billing	$454,300
Total:	**$4,994,742**

2.4 Capital Expenditures in Excess of $5,000

Capital Projects Fund Expenditures	Expense
Edwardsville Building - First-Floor Remodel - Epoxy in Garage, Expansion of Delivery Area, Electric/Data Installation, Paint Shelving, Paint Walls/Door Trim, Seal Concrete, and Install Carpet	$170,779
SHARE Fund Expenditures	**Expense**
PowerEdge Servers (2)	$35,081

2.5 Loans or Letters of Credit

As of June 30, 2021, there were no outstanding loans, letters of credit, or grant anticipation warrants for Illinois Heartland Library System.

2.6 Treasurer Surety Bond (attachment 2.6)

Membership Report

3.1 Report of Changes in Membership

List all changes in system membership or membership status that occurred during FY2021. This should include institutions in all of the following categories:

- No new members were added during FY2021
- No members were suspended during FY2021
- Three members requested to withdraw from the system during FY2021. Those requests were approved at the June 22, 2021 meeting of the Illinois Heartland Library System Board of Directors. Those agencies were:
  - SSM/Good Samaritan Hospital (Mt. Vernon)
  - St. Mary's Hospital (Springfield)
  - VA Illinois Healthcare System Library (Danville)

3.2 Summary of System Membership

Report the number of full member agencies and the number of member agencies by type.

- Academic Libraries   30
- Public Libraries   227
- School Districts   235
- Special Libraries   29

Total   521

3.3 Continuing Education/Training

Summary of Continuing Education/Training programs offered by the system for the priorities of service, including the types of offerings, number of events held, total number of participants, and total number of contact hours provided (number of participants per event multiplied by hours offered at each, equals total).

IHLS

Number of events/programs	8
Number of participants	582
Total contact hours	1,378

Note: Several of these sessions were recorded for future viewing and the library system does not currently track those numbers.

Offerings included:

IHLS Delivery Services and COVID-19 (Sept. 14, 2020)	137 Participants	205.5 Contact Hours
Member Day (Nov. 10, 2020)	192 Participants	703 Contact Hours
Update from ISL (Dec. 3, 2020)	95 Participants	142.5 Contact Hours
Team Up to Keep Communties Active & Engaged (Jan. 27, 2021)	52 Participants	104 Contact Hours
Library Ethics (Mar. 4, 2021)	71 Participants	142 Contact Hours
Sexual Harassment Training (Mar. 23, 2021)	74 Participants	148 Contact Hours
Job Descriptions (Apr. 22, 2021)	27 Participants	40.5 Contact Hours
Public Libraries and IL State Courts (May 13, 2021)	35 Participants	70 Contact Hours
Conflict Management (May 20, 2021)	32 Participants	48 Contact Hours
Critical Conversations (June 17, 2021)	56 Participants	84 Contact Hours

SHARE

Number of events/programs	81
Number of participants	1,691
Total contact hours	3,136

Staffing Report

3.4 Member Site Visits

Member Site Visits: 5

Of those visits:
- Conducted at Special Libraries - 0
- Conducted at Academic Libraries - 0
- Conducted at School Libraries - 0
- Conducted at Public Libraries - 5

Focus/reason for visits: The focus on these visits was to public libraries with new directors. There was also a networking group meeting and an open house. All these occurred in the spring of 2021 as things began to open up. The reason this number is so low is because of COVID-19. There were several meetings held online with new public library directors, but they were not as effective as an onsite meetings would have been.

3.5 Non-Resident Fee Participation

This is 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:

Non-Resident Fee Program Information | Illinois Heartland Library System

4.1 System Staff (attachment 4.1)

4.2 Number of Vacant Positions (attachment 4.2)

One of many system staff Zoom calls

Board of Directors Report

5.1 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. There will not be a regularly scheduled meeting for the month of December. Each meeting will begin at 5 p.m.

Due to the COVID-19 pandemic, all board meetings were held via Zoom only.

July 28, 2020	February 23, 2021
August 25, 2020	March 23, 2021
September 22, 2020	April 1, 2021
October 27, 2020	April 19, 2021
November 24, 2020	May 25, 2021
January 26, 2021	June 22, 2021

All Board and committee meeting agendas are posted on the Illinois Heartland Library System website.
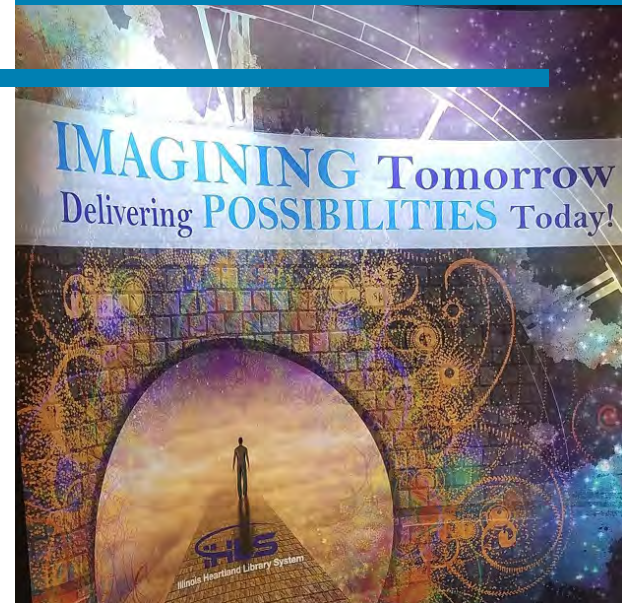
"IHLS is my #1 go-to for all advice about library best practices. They hold so much institutional knowledge about central and southern Illinois libraries!"

—Sarah Hill, Lake Land College

"IHLS has been pivotal in the success of our library. Without a doubt, we've taken advantage of each department at some point or other, but mostly the delivery services, SHARE, and any employee that assists with the day-to-day troubleshooting. We're very grateful to always have an organization that looks out for us and what we do every day!"

—Hope Kasten, Salem High School

5.2 System Board Members

Board Members	Term Ends	Board Title/Location
Frank Bandre	June 2021	Public Library Rep Mascoutah Public Library
Karen Bounds	June 2022	Public Library Trustee Centralia Regional Lib Dist
Loretta Broomfield, Secretary	June 2022	Public Library Rep Marion Carnegie
Stacey Carter, President	June 2021	Special Library Rep Lincoln Correctional Center
Tina Hubert	June 2021	Public Library Rep Six Mile Regional Library Dist
Janet Jenkins	June 2021	School Library Rep Robinson CUSD #2
Tammy Krouse	June 2021	School Library Rep Edwards County CCUD #1
Chastity Mays, Treasurer	June 2023	Public Library Trustee Carbondale Public Library
Guadalupe Mejia	June 2023	Public Library Rep Urbana Free Library
Zachary Newell	June 2023	Academic Library Rep Eastern Illinois University
Beverly Obert Member-at-Large	June 2022	Public Library Trustee Atwood Hammond PL Dist
Jill Shelton	June 2023	School Library Rep Massac County USD #1
Joshua Short, Vice-President	June 2022	Public Library Trustee Louis Latzer Memorial PL
Charlene Topel	June 2021	Public Library Trustee Effingham Public Library
Bill Wagner Jr.	June 2022	Public Library Trustee Rantoul Public Library

5.2a Dates Elections Held and When New Board Members Seated
Board Elections are held annually in April and new members seated at the May board meeting.

5.2b System Ethics Officer
Loretta Broomfield

5.2c System FOIA officer
Karen Bounds

5.3 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
- Contracts and Purchasing
- Personnel Code (Conflict of Interest, Travel Expenditures, and Secondary Employment)

5.4 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 30 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.

5.5 Board Bylaws (attachment 5.5)

General Report and Delivery Annual Report

## 6.1 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	$6794.33/mo. or $81,532 annually	Continue
Champaign Hub 1704 Interstate Drive Champaign, IL	Own	Appraised value $850,000 as of 2018	Finish ADA remodel of bathrooms – extended (no bids)
Edwardsville Hub 6725 Goshen Road Edwardsville, IL	Own	Appraised value $2,100,000 as of April 2019	Remodel of second floor

6.2 Inventory of Current Owned Motor Vehicles (attachment 6.2)

6.3 Summary of Fiscal Year Out of State Travel Information
Due to COVID-19, there was no out-of-state travel during FY2021.

7. FY2021 Delivery Annual Report (attachment 7)

227 Public

235 School

30 Academic

29 Special
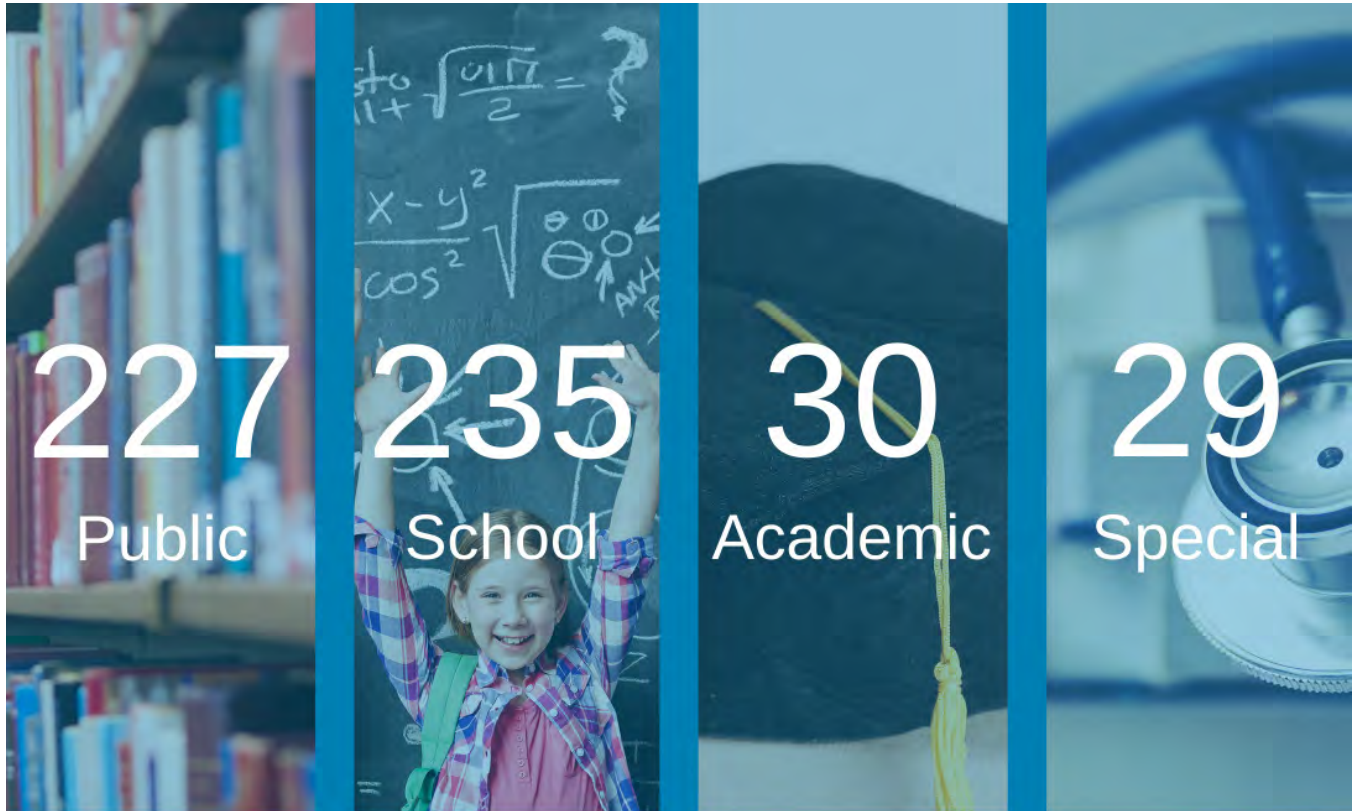
521 Total Library Members

"...I cannot stress enough how vitally important SHARE and the interlibrary loan delivery system are to Dieterich CU #30. ... Our teachers work in tandem with the librarian in order to choose materials and provide them to the classroom in a timely fashion.

"I cannot imagine trying to be a rural small school librarian without IHLS, SHARE, and the interlibrary loan delivery system. The services and support they provide are invaluable."

—Mary Richars, Dieterich CU #30

"Thanks for all you are doing to help us work more efficiently and serve our patrons better. You all have done a wonderful job this past year and are keeping strong with that trend."

—Jennifer Cernich, Riverton Village Library

Illinois Heartland Library System

Illinois Heartland Library System
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