



MEMO TO: IHLS Board of Directors
FROM: Leslie Bednar
DATE: February 27, 2017
RE: FY2017 Plan of Service Update

At the February Board meeting, IHLS will be 2/3 of the way through its fiscal year. FY2017 marks the sixth year of our organization and we realized the sturdy foundation established in our early years was absolutely necessary to move forward the past two years. At this point in a fiscal year we begin to put pieces together for the next year's budget and plan of service. An integral part of this process is an assessment of where we stand regarding the current year's plan of service.

The state's budget disaster has affected more and more agencies as the stalemate grows. For IHLS specifically, we learned halfway through FY2016 that our funding via the System Area and Per Capita Grant (SAPG) for that year would be reduced to 58% of what we refer to as flat funding. In FY2017 we are funded at the same 58% level. Our service levels have not diminished in either fiscal year, and if anything, we look for inventive ways to provide more with less.

Our service objectives follow the guidelines presented by the Illinois State Library during the SAPG application process and support the core services of: resource sharing including automation, delivery and interlibrary loan; administrative services to support the organization and communication with members. In your board packet each month, we use the plan of service as the basis for the staff activity report. You will find the FY2017 IHLS Plan of Service listed separately under FY2017 here:

<http://illinoisheartland.org/?q=about/governance/documents>

Working within a defined set of core services including delivery, automation and system administrative support, the majority of our goals and objectives are ongoing from year to year. For the sake of brevity, I will highlight changes and successes at this point in the year. This report follows the plan of service for simplicity.

Thank you.

Administration

Service Priority: Human Resources

--Staff day will be postponed to FY2018, due to funding concerns

--Staff support through wellness and retention activities was removed as an activity for FY2017 as a cost savings measure

Service Priority: IT

--Firewalls at our three office locations plus the colocation site at University of Illinois Champaign-Urbana were replaced with identical state-of-the-art models to increase data security, effectiveness and improve troubleshooting activities. This undertaking was not included for FY2017, and we utilized general funds to complete the project.
--Use of driver tablets for statistical gathering is live, as of Feb 1, 2017. Modifications continue to be made to work out any bugs.

Service Priority: Record Retention

--Process of compiling, assimilating and comparing materials for record retention has been initiated. Our outlook in June, 2016 was to shelve this project for FY2017, as we lacked sufficient staff or staff time to properly guide it along. Thanks to improved organization of our administrative tasks, this winter we began with a physical materials purge to make space to work with records from 6 legacy library systems (Cumberland Trail, Kaskaskia, Lewis & Clark, Lincoln Trail, Rolling Prairie and Shawnee Library System).

Service Priority: Human Resources/Finance

--Employee access to web services in Abila accounting database has been moved to June 2017 for completion as department staff have taken on more human resources functions.
--Manager access to read-only financial information in accounting database has been moved to June 2017 for completion as department staff have taken on more human resources functions.

Service Priority: Long Range Planning

--Implementation of three-year plan approved in October 2015 significantly scaled back to allow staff and board focus on advocacy project in FY2017.

Resource Sharing

Service Priority: LLSAP (SHARE)

--Continued improvement and development of SHARE website, including recently added training section.

Service Priority: LLSAP Development

--Communication with RAILS member libraries regarding SHARE membership.
--WalMart Foundation grant will support additional public libraries improving resource sharing in their communities, including possibly joining SHARE.

Delivery

Service Priority: Delivery Services

--Five day/week delivery made available to our members through use of GIS (Geographic Information System) software to support goal of functional five day delivery.
--Identification and development of 20 Community Partners based on geography will be delayed to FY2018.
--Revision of delivery section of IHLS website will be delayed to FY2018 to allow more sufficient time for content development.
--In a service department focused on customer outcomes and effectiveness, FY2017 brought a considerable adjustment to its workflow. Participation in the Illinois Library Delivery Service

(ILDS) project as a subcontractor to RAILS (Reaching Across Illinois Library System) allowed our operations departments at all three hubs to establish work areas that optimize efficacy as a means to improve member library satisfaction. Three changes resulted from the change in layout work area lay out:

>>IHLS CARLI (Consortium of Academic and Research Libraries in Illinois) member libraries receive materials from library system delivery which in some cases reduces wait time

>>IHLS hub to hub delivery substantially reduces turnaround time for requests between member libraries serviced by different hubs

>>Improved work area design allows IHL S staff at each hub to stage delivery routes in advance. Staged staging routes improves delivery efficiency and supports our ability to provide functional five day per week delivery.