# Illinois Heartland Library System



# NOVEMBER/DECEMBER 2022

## DIRECTOR & STAFF ACTIVITY REPORT

## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

**COMMUNICATION GOALS:**
*Submitted by Carol Hogan-Downey, Communications Administrator*
*Shandi Greve Penrod, Marketing Administrator*

**Communicate effectively and efficiently with IHLS stakeholders.**
**Advocate for the organization and our members.**

**Highlights**

The MarCom office was busy enough in October with conference preparations and Member Day that we needed to postpone sharing the bulk of our office's activities until the November–December report. This month's report, therefore, contains activities from the entire FY2023 second quarter.

- **Member Day** – The MarCom staff worked with the Member Day Communications Team, Speakers Team, Exhibitors/Sponsors Team, Games Team, Survey Team, and IT staff to plan and produce materials, activities, and messaging for Member Day 2022.
- **Conferences** – Prepared materials and organized staff for hosting IHLS and CMC exhibitor tables at the Illinois Library Association annual conference and for hosting IHLS and SHARE exhibitor tables at the Association for Illinois Library School Educators annual conference. MarCom staff each attended one of the conferences and met with members, collected feedback, and worked to nurture member relationships.
  - **Website** – As part of the Website Development team, MarCom staff continued working with IHLS's in-house developer to make changes to the new website, including bringing over content from the old website, revising outdated content, reformatting contact, and fixing various errors. Importantly, our staff interviewed stakeholders on the usability of the website and made changes based on feedback prior to the site's launch. The website officially launched at 3:31 p.m., Dec. 5, 2022. Much of the remainder of the calendar year was spent on collecting additional website feedback, fixing problems, and making content and formatting improvements. **Highlights of the new website include**:
    - Revamped and automated **job board** submission and publishing process
    - **Issues in Librarianship** resource guides
    - Improved **Delivery Hubs & Routes** page, created with the Delivery on the Go service in mind
    - **Integration with L2**, which allows **easy log-in** for members to see **additional content**, such as the improved **Grants Database** and **Staff List**
    - **Events**, a dedicated events section that pulls and displays IHLS events directly from L2

- ▪ **New content**, including these pages: **Open Project Requests**, for requests for information, proposals, and bids; **Library Policies Database**, a work in progress that will eventually allow libraries to browse and share sample library policies; **Consulting** page (see "Expanded Consulting Program" below); **Membership Requirements** for both new and certifying members; and the start of library type-specific resource pages.
- **IHLS mini-folder brochure** – The stock backorder, reported in our last full-length report, meant that the printing of the new IHLS brochure was delayed; we did not have them in time for conferences. However, we did start distributing them to staff for use during library visits. The new brochure outlines our key service areas and includes a pocket in which we can insert stickers, business cards, pens, or additional rack card-sized brochures (such as for SHARE or CMC).
- **IHLS Redbubble Store** – This was born out of two ideas.
  - ○ First, Shandi had long wanted to create an online store where staff could buy branded items, such as IHLS hats and shirts. This would both be a soft promotion of IHLS and a way to nurture staff excitement for IHLS, especially for new hires. With permission from the Executive Director, we created the IHLS Redbubble store. We chose Redbubble because of the ease of adding and managing items, meaning minimal staff time to start and manage the store, and for their attention to ethical production.
  - ○ Second, at the Association of Rural and Small Libraries annual conference, Carol recognized that many of our smaller member libraries may not have the marketing budget to really make the impact they want with important outreach. So, she came up with the idea of a marketing microgrant. To raise funds for this microgrant, she imaged a set of Freedom to Read campaign designs. The profit to IHLS would fund a microgrant for marketing materials. The Redbubble store opened to staff in October and to the public in late November after Member Day. We have amassed $44.51 so far and will be able to offer a microgrant when we reach a minimum threshold. We plan to add new designs to the store periodically and promote them when we do.
- **School library advocacy spot** – In late 2022, our MarCom and Membership teams worked with WSIU (Carbondale) staff in developing new public library and school library advocacy sponsorship spots. The school library spot began running shortly after Thanksgiving, replacing the outdated public library spot. The new public library spot will likely be completed in the spring.
- **Expanded consulting program** – MarCom staff worked with IHLS supervisors and the Microsoft Bookings appointment booking software to set up a system for booking consulting times with IHLS business area experts (non-library professional staff). As part of ongoing research, it came to light that many IHLS members thought that IHLS did not and could not provide consulting services. At one point in time this was true. However, for several years, IHLS has been able to provide consulting in a limited capacity. Any time a member needs help, they can call IHLS for advice. For example, when Cahokia Public Library District was preparing for a referendum regarding expanding their service area, IHLS membership and marketing communications staff members were able to

provide support. However, many members (and perhaps most of them) were not aware that our staff was available in this way. Our expanded consulting program and "The Expert is In!" campaign aims to promote our staff experts as resources and provide an easy way for members to access these staff through an online appointment booking system. Our MarCom team set up and troubleshot this system, drafted a newsletter article and webpage, and arranged for a soft launch during the first newsletter of 2023, set for Jan. 4. The expanded consulting program is starting with our two MarCom staff, and we can easily expand it to other departments when we are ready to do so.

- **Additional Activities** – Nominating Committee survey and related webpages, Automated Materials Handler machine communications plan and advisory, Freedom to Read campaign (stickers and Redbubble merchandise). Pitching a story on school librarians to *the 21st*—they have expressed interest with details to come in late January.

**Communication and Promotion**

|  | IHLS | SHARE |
|---|---|---|
| *News* | • Annual Meeting<br>• Open Positions at IHLS<br>• Board and committee meetings<br>• IHLS Redbubble Store<br>• Members winning awards, grants, professional org. offices<br>• IHLS Schools Liaison Leah Gregory on NPR<br>• IHLS Member Furniture Giveaway & Laptop Sale | • Committee Openings<br>• SHARE member feedback on ASPEN discovery layer, waiving or collecting fines at fine-free libraries<br>• SHARE stats and top requested titles<br>• Hold notifications in Spanish<br>• Annual Members' Group Meeting<br>• Barcoding Refresher Training requirement |
| *Advocacy* | • WSIU public and school library spots<br>• CMC web articles were on hold due to the website transition<br>• Freedom to Read Campaign<br>• Book challenge/intellectual freedom resources from ALA & OCLC | • cloudLibrary bookshelf on social media |
| *Continuing Education & Networking* | • Member Day 2022<br>• Uprise Health webinars<br>• IHLS Third Thursdays CE<br>• Weekly Directors' Chats<br>• Various third-party trainings and conferences<br>• Online with the CMC webinars<br>• CMC multi-week cataloging courses<br>• Annual Sexual Harassment Training with IHLS | • SHARE catalogers training sessions<br>• Polaris and Leap One-on-One Circulation Training Sessions |

| | | |
|---|---|---|
| *Grants* | • FINRA Foundation Library Grants<br>• NEH Institutes for Advanced Topics in the Digital Humanities<br>• ALA Eisner Graphic Novel Grant for Libraries<br>• STARS – Virginia Boucher Distinguished ILL Librarian Award<br>• ISL Live and Learn Construction Grants<br>• Snapdragon Book Festival<br>• ALA Accessible Small and Rural Communities Grants<br>• ProLiteracy Mobile Learning Fund<br>• NEA Big Read<br>• Library of Congress Teaching with Primary Sources<br>• National Parks Service – Save America's Treasures Grant<br>• Believe in Reading<br>• ALA & The Smithsonian's Exploring Human Origins Grant<br>• Laura Bush Foundation Grants | • N/A |
| *Discounts, Demos, & Free Resources for Libraries* | • None | • McNaughton Book Leasing<br>• Biblio+ |
| *Other* | • My Library Is<br>• Library staff congratulations and welcomes<br>• IHLS Board Nominating Committee<br>• AMH Working Group<br>• Annual Certification guide<br>• New website features | • New member welcome |

**Membership and partnership events attended by department staff:**
- IHLS Members Matter
- IHLS Directors' Chat
- IHLS Member Day

**Continuing education undergone by department staff:**
- Library Marketing & Communications Conference
- Alternative Basic Library Education

- Color Management/Print Production (LinkedIn Learning)
- Google Analytics 4 Basics

**Social media insights:**
*Starting with FY2023 Q2, social media insights will be provided quarterly instead of monthly. However, monthly reports will still include screenshots of the top-performing posts on each platform.*
- Facebook: 49 posts in 91 days
  - *Awareness:* 15,916 total post reach, 325 average post reach, 12,482 total post impressions
  - *Engagement:* 1,367 post engagements, 16 average post engagements
  - *Audience:* 1,344 Likes (+25), 1479 Followers (+29)

- Twitter: 60 tweets in Q2
  - *Awareness:* 3,977 tweet impressions
  - 1,012 profile visits
  - *Change:* + 11 followers

- LinkedIn: 35 posts in Q2
  - *Awareness:* 1,436 impressions, 582 unique impressions
  - *Engagement:* 65 engagements (reactions, shares, comments, and post clicks)
  - *Change*: +52 followers
- Most successful media content in October/November/December 2023:
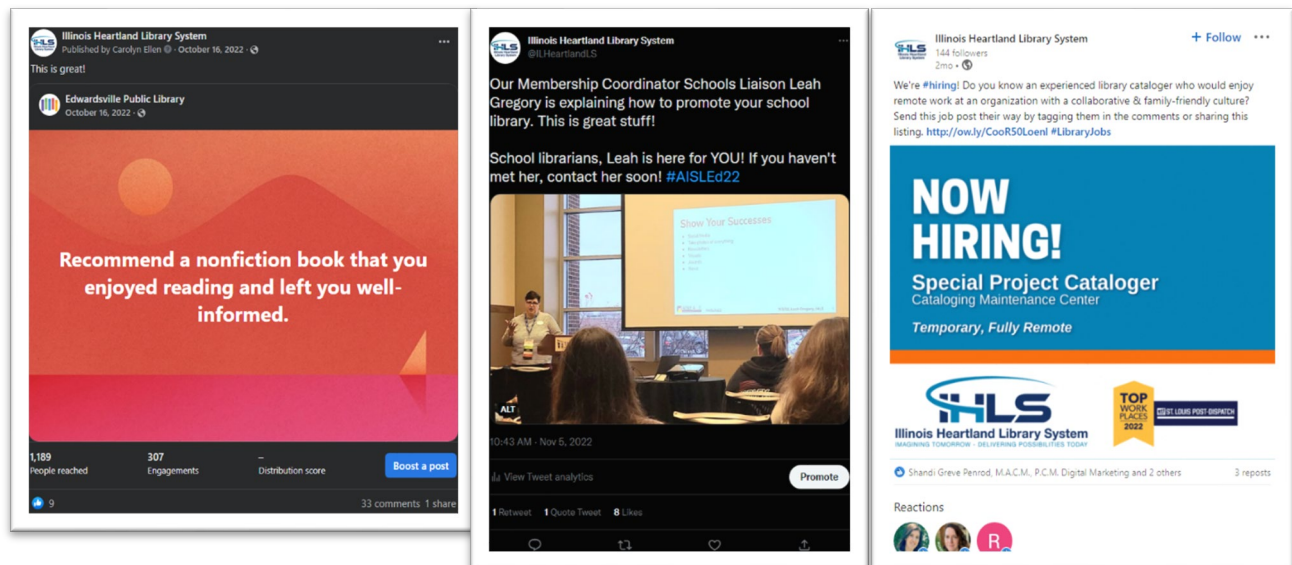
**BOARD SUPPORT GOALS:**
*Submitted by Stacie Bushong, Executive Assistant*

Provide support for IHLS board members. Retain and purge materials on an approved schedule.
- Identified 32 additional boxes of records that are eligible for destruction, submitted an application for destruction to the State Archives and received approval.
- Determined there are currently only 15 boxes of records left to go through.

This has been a huge project headed up by the executive assistant along with assistance from Accounting, HR and Delivery staff.

The project began in 2017 with hundreds of boxes in addition to file cabinets full of records from the four library systems that merged to become IHLS. These records were stored in various locations including the old Carterville hub building, Champaign and Edwardsville hubs. Each box had to be gone through individually, properly sorted, boxed, and labeled using the State Archives Retention Schedule. The schedule contains 113 record series titles along with the number of years records are to be retained.

After all boxes have been sorted, the next step is to organize in a manner to make records easy to access if needed or identify when they are eligible for destruction. This will take place after the second-floor remodel of the Edwardsville building is complete.

**FACILITIES GOALS:**
*Submitted by the IHLS Safety Committee*

Provide a safe working environment.
- The Safety Committee provided the following tips to staff.
    - Safety Tips to Prevent Home Fires
    - Resolve to Be Ready safety toolkit #ReadyToBeReady
    - Winter Weather https://www.gettingaroundillinois.com/
    - Ongoing Holiday Fire Safety https://youtu.be/26A-49Wb2F4

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Jill Trevino, Human Resources Director*

**HUMAN RESOURCES GOALS:**
Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, LinkedIn, ILA Jobline, Handshake, AMIGOS, RAILS Jobline, CARLI Jobline, and member newsletters. November job openings included: CMC Remote Cataloger and Metadata Cataloger full-time positions. December job openings included: Operations Manager, and Web & IT Administrator.
- This month, we added a new recruiting method advertising on the Black Career women's network website, Illinois JobLink, and Foundation List – A Leading National Job Board For Nonprofit, Foundation, Association, and Education Job Opportunities to target a more diverse pool of candidates. The metadata cataloger was advertised using the new sites.
- The CMC Remote Cataloger new hire orientation was completed in the month of December.

| Live workshop or online training | Format | # of staff |
|---|---|---|
| Getting Back on Track: Turning a Professional Mishap into Growth | Uprise EAP | 15 |
| Coaching New Hires | LinkedIn | 1 |
| Diversity Recruiting | LinkedIn | 1 |
| Mistakes You Should Avoid at Work | LinkedIn | 1 |
| Quick Start Guide to SQL | LinkedIn | 1 |
| How to Crush Self-Doubt and Build Self-Confidence | LinkedIn | 1 |
| Getting Organized for Peak Performance | LinkedIn | 1 |
| Excel: VLOOKUP and XLOOKUP for Beginners | LinkedIn | 1 |
| How to Organize Your Time and Your Life | LinkedIn | 1 |
| How to Set Goals When Everything Feels Like a Priority | LinkedIn | 1 |
| Writing Formal Business Letters and Emails | LinkedIn | 1 |
| Driving Inclusion with Empathy | LinkedIn | 1 |
| How to Organize Your Time and Your Life | LinkedIn | 1 |
| Getting Started as a LinkedIn Learning Admin (2021) | LinkedIn | 1 |
| **Live workshop or online training** | **Format** | **# of staff** |

| | | |
|---|---|---|
| Communication Foundations | LinkedIn | 1 |
| Effective Listening | LinkedIn | 1 |
| Coaching Skills for Leaders and Managers | LinkedIn | 1 |
| Diverse Talent in Recruiting and Hiring | LinkedIn | 1 |
| Working with Difficult People | LinkedIn | 1 |
| Leading Productive Meetings | LinkedIn | 1 |
| Phone-Based Customer Service | LinkedIn | 1 |
| The Power of Introverts | LinkedIn | 1 |
| Fair and Effective Interviewing for Diversity and Inclusion | LinkedIn | 1 |
| Uncovering Unconscious Bias in Recruiting and Interviewing | LinkedIn | 1 |
| Administrative Professional Tips | LinkedIn | 1 |
| Storytelling for Recruiting and Employee Retention | LinkedIn | 1 |
| How to Slash Anxiety and Keep Positivity Flowing | LinkedIn | 1 |
| Building Self-Confidence | LinkedIn | 1 |
| How to Resolve Conflict and Boost Productivity through Deep Listening | LinkedIn | 1 |
| How to Build a Culture of Appreciation as a Manager | LinkedIn | 1 |
| Administrative Professional Foundations | LinkedIn | 1 |
| Strategic Human Resources | LinkedIn | 1 |
| **Live workshop or online training**<br>**Information Technology Department** | | |
| Architecting with Google Kubernetes Engine: Workloads | Pluralsight | 1 |
| Visual Studio Code for DevOps and IT Professionals | Pluralsight | 1 |
| Vue.js 3 Fundamentals | Pluralsight | 1 |
| Performing Windows 10/11 Post-installation Tasks | Pluralsight | 1 |
| Using GitOps to Automate Kubernetes Deployments with Flux 2 | Pluralsight | 1 |
| What's New in ASP.NET Core 7.0 | Pluralsight | 1 |
| Installing and Configuring Windows 10 | Pluralsight | 1 |
| Implementing Windows Server 2019 Hyper-V | Pluralsight | 1 |
| Risk Assessment with OpenCVE | Pluralsight | 1 |
| Go Fundamentals | Pluralsight | 1 |
| Vue 3 Authentication and Authorization | Pluralsight | 1 |
| **Live workshop or online training**<br>**Information Technology Department** | | |
| Ubuntu Linux Administration: Networking | Pluralsight | 1 |
| After Effects CC Fundamentals | Pluralsight | 1 |

| | | |
|---|---|---|
| Ubuntu Linux Administration: Essential Commands | Pluralsight | 1 |
| Handling Data and Stateful Applications in Docker and Kubernetes | Pluralsight | 1 |
| Performing Windows 10/11 Post-installation Tasks | Pluralsight | 1 |
| Getting Started with Rancher | Pluralsight | 1 |
| Kubernetes for Developers: Moving from Docker Compose to Kubernetes | Pluralsight | 1 |
| Packaging Applications with Helm for Kubernetes | Pluralsight | 1 |
| Vue 3: The Big Picture | Pluralsight | 1 |
| SUSE Linux Enterprise Administration Fundamentals | Pluralsight | 1 |
| Windows Terminal: Getting Started | Pluralsight | 1 |

**COVID-19 Compliance, Policy, and Administration**
- Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. Human Resources is also making sure appropriate documentation is obtained from employees when leave is needed for COVID-19 reasons.

**Increasing Staff Communication Through the Use of the IHLS Intranet**

- Nov. 3, Open Enrollment post for employees to enroll in new benefit plans or update existing coverage for 2023. Open enrollment runs from **Nov. 4, 2022, through Nov. 30, 2022,** and changes will go into effect on Jan. 1, 2023.
- Nov. 4, Getting Back on Track: Turning a Professional Mishap into Growth (EAP Webinar) Nov. 14th @ 10 a.m. notify staff of upcoming webinar.
- Nov. 9, we welcomed new team members and noted who was leaving the company for other opportunities.
- Nov. 16, we made an announcement on when we would be having the holiday parties on Dec. 8 at each hub location and asked folks to RSVP to order food for all attendees.
- Dec. 12, we posted an Internal Job posting for Operations Manager - Edwardsville Hub.
- Dec. 14, we reminder employees that the Employee Self Review Completion for Quarter 2 was due Dec. 20, 2022.
- Dec. 20, we made a post welcoming our newest team member and say goodbye to employees moving on.

**IHLS Staff Holiday/Year End celebrations**
- We held our celebrations on Dec. 8. It was great to see so many smiling faces!

**Teamflect Performance Appraisal System Training**

- We have been working with Teamflect on training, how to use the Microsoft Teams application efficiently, and reminding folks of deadlines for the Quarter 2 employee reviews.
- HR created a video to walk all staff through completing their self-review for Quarter 2.

**Benefits for Calendar Year 2023**
- Conducted open enrollment meetings via Zoom on Nov. 9 and Nov. 15 to communicate new 2023 Benefits plan and explain any changes as well as to address any questions regarding the open enrollment process.
- Completed census and enrollment changes to One Digital and set up the new Spring Health Benefit.

**Support and develop IHLS staff**
- LinkedIn Learning accounts finalized for staff learning with a professional and personal development focus. This will help facilitate a culture of learning within IHLS. In November, we had 14 courses completed by staff and December we had 16 courses completed. We are seeing employees viewing and learning new skills with this new program roll out. This is proving to be a valuable benefit to our employees.
- Leadership training will begin in January for key staff members. This includes a three-part training that will continue in the months of February and March. This training includes the following session topics:
    1. **Leading in Today's Workplace**
    2. **Leading High Performing Teams**
    3. **Leaders as Coaches**

**Employee Handbook Updates for January 2023**
- Made suggestions on updating the Employee Handbook to include recent law changes and a few clarification edits. Employment law changes were sent to Legal Counsel for review.
- Leadership Team reviewed Handbook changes; these changes will be presented to the Personnel Committee for review at the Jan. 12 meeting.

**Explore Opportunities to enhance human resources knowledge across member libraries.**
- Human Resources worked in partnership with the Membership Department to schedule webinars for our member libraries. Webinars will be free for each participant. IHLS staff are also invited to attend. Registration is completed through L2. In addition, a recording of each session will be available for members who could not attend in person or who would like to revisit the online webcast.

1. **August 8, 2022 @ 10 a.m., 30 registrations, 13 logins to view recorded version**

## Resilience in Times of Change

**About this session:**
Change is an inevitable part of life. Sometimes it hits us unexpectedly and other times it comes as a consequence of a decision we made. Either way, change can be scary if we aren't prepared to be flexible and resilient in the face of it. Especially in the workplace, organizational change can impact individual employee's performance and productivity. Thankfully, based on decades of research, we know that it isn't the change itself, but how we perceive it. And there are specific internal and external resources that can be taught to help individuals not only effectively adapt to change but also thrive through it. Resilient people are optimistic, purposeful, growth-oriented, engaged, and connected. In this webinar, participants will: explore the impact of change on individuals and organizations, define the concept of resilience and how it's essential to cope with change, and learn the skills necessary to foster resilience and make healthy transitions.



2. **September 12, 2022 @10 a.m., 21 registrations, 16 logins to view the recorded version**

## Digital Distraction: Use Technology, Don't Let it Use You

**About this session:**
American psychologists have started treating patients for something fairly new, known as "information or social media addiction." Technology has become an intricate part of our daily lives. We have the Internet in the palm of our hands on mobile devices and tablets, in our homes on smart televisions, and at work on computers. Is the Internet interfering with our quality of life? In this session, we will discuss online productivity and how to use social media and modern-day technology to our advantage so that it does not control us. We will learn how to maintain a balance between the real world and the virtual world so that we can perform better at work and be more present with our friends and families.

3. **October 10, 2022 @ 10 a.m., 37 registrations, 22 logins to view after the recorded session**

## Getting Fit at the Office

**About this session:**
Research shows that sitting at your desk all day can be as harmful to your heart as smoking a pack of cigarettes a day. This session explains the health hazards of being sedentary at work and offers practical tips on how participants can stay physically active at the office. Participants will learn deskside exercises that will keep them moving throughout the day for better overall health.

4. **November 14, 2022 @10 a.m., 25 registrations, 2 logins to view after the recorded session**

## Getting Back on Track: Turning a Professional Mishap into Growth

**About this session:**
Whatever sort of misstep you've had, there is a way to recover. Whether you blew it on a big project or misbehaved at the holiday party, we'll discuss ways to regain respect and improve your professional relationships. This seminar will discuss the fallout from a professional misstep and how to parlay any mistakes you've made into professional growth opportunities. We will review numerous strategic ways to recover and improve your career going forward.



**Implementation of the Sexual Harassment Prevention Training for Member Libraries**
We have rolled out the Gallagher module that we currently use for IHLS staff to our member libraries. This allows our members to receive free training and meet the Illinois state training requirement.

- This training impacted 36 member libraries
- Signed up 133 total members for the Gallagher Sexual Harassment Prevention training.
- Provided customer service answering questions, setting up emails, and ensuring that all member libraries receive the necessary information to take the free training provided to them by IHLS.

## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

The Finance staff assisted Human Resources in analyzing the costs of the proposed 2023 health, dental, vision, and life benefits. Colleen Dettenmeier updated the software to prepare for staff to be able to access through an online portal to make their benefits selections.
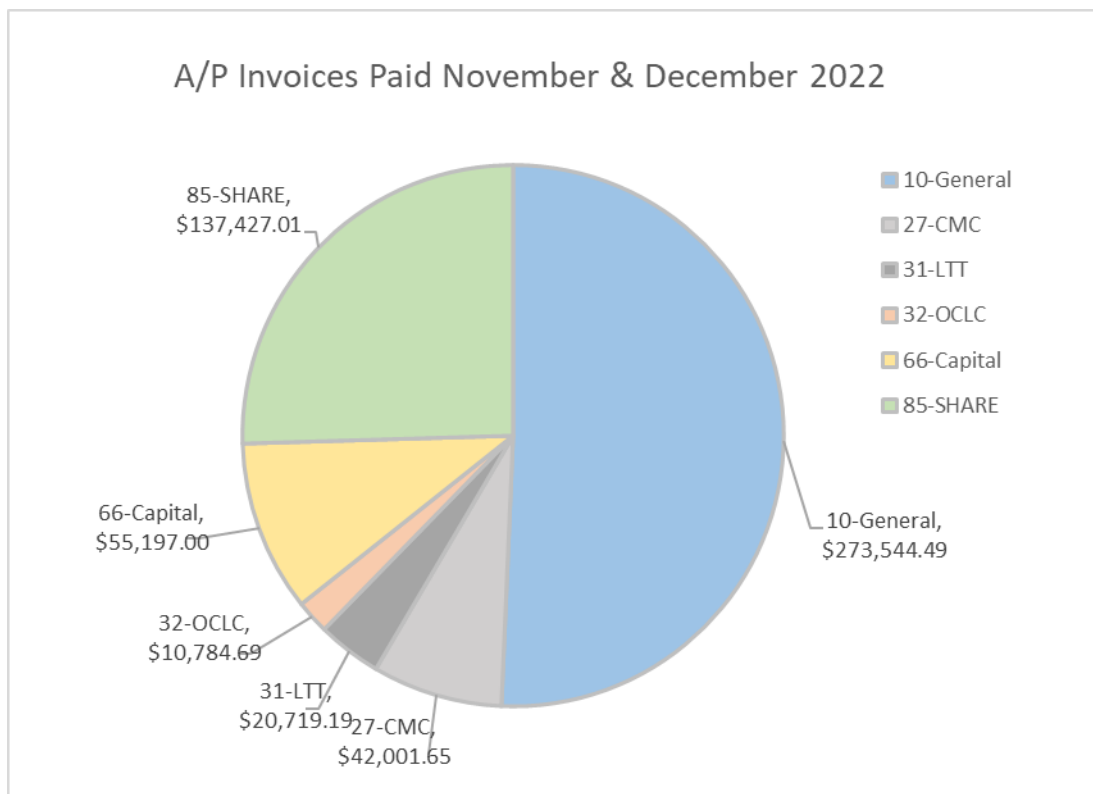
Rhonda Johnisee and Colleen Dettenmeier attended the OpenGov Transform virtual conference in November. This conference was filled with information on updates to the budget and reporting software and has been at no cost for us to attend the past two years while being virtual.

**ACCOUNTING GOALS:**

Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Attended a Fred Pryor webinar.
- Attended a 2023 benefit review meeting.
- Attended LinkedIn Learning webinars.
- Attended Uprise Health webinar.
- Attended a Ryan Dowd webinar.
- Attended a prevailing wage training.
- Attended a Risk Assessment team meeting.
- Attended an Aptean financial software webinar.
- Attended OpenGov Transform virtual conference.
- Attended Library Trustee Training grant meeting.
- Attended the annual sexual harassment training.
- Attended a meeting with representatives from Color Art for the Edwardsville office remodel.
- Attended a next steps meeting for the Automatic Material Handling (AMH).
- Attended Member Day planning meetings.
- Attended IHLS Member Day.
- Attended High Five and staff meetings.
- Attended Marketing Advisory Committee meeting.
- Attended Supervisor and Leadership Team meetings.
- Attended weekly Finance Department meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Coordinated the IHLS member giveaway and sale of surplus items.

- Prepared the benefits enrollment setup in accounting software for the online portal for staff.
- Reviewed Capital Projects.
- Prepared and processed four payrolls in November and December.
- Prepared October and November 2022 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets reports for IHLS Finance Committee and Board of Directors.
- Generated and mailed 250 accounts receivable invoices (OCLC: 12 monthly member fees and 206 transactional fees; SHARE: 6 monthly member fees, 2 transitional member fees, 2 referral credits, 1 Solus Library App, 1 implementation fee, 1 bibliographic service, and 13 cloudLibrary eBook purchases; General: 2 ILDS and 4 conference registrations).
- Received and posted 285 accounts receivable cash receipts checks totaling $1,686,025.24 (OCLC: 161, SHARE: 107, and General: 17).
- Received and entered 147 accounts payable invoices.
- Disbursed 138 accounts payable checks totaling $539,674.03.



A/P Invoices Paid November & December 2022

- 10-General, $273,544.49
- 27-CMC, $42,001.65
- 31-LTT, $20,719.19
- 32-OCLC, $10,784.69
- 66-Capital, $55,197.00
- 85-SHARE, $137,427.01

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES
*Submitted by Troy Brown, IT Director*

It is my pleasure and relief to let everyone know that the website is LIVE! If my excitement doesn't come through in the written word, it's understandable. However, this major milestone has been looming over us for several months and years.

We initially went into the website redesign with an RFP and a vendor selection process, so it wouldn't add additional work on our staff. Unfortunately, that process was met with many obstacles. First, our initial selection was a company that fit in very well with our vision and likely would have produced a great product. However, like many companies, when COVID hit, their small business had to refocus, and the vendor gracefully declined our project.

We opted to go with our second choice from the RFP process, Ameex. That company claimed to be highly specialized in Drupal and seemed to be a machine. There was little discussion about what we wanted and how the webpage would work for us, and much more of a single Q&A document before they started pumping out pages. Nothing worked, and we had to forcibly cancel the contract and withhold the final payment.

Since then, our web administrator, Brant Wingerter, along with our Marketing and Communications team have worked tirelessly to convert what Ameex started, and into something that would work for us. The more we dug into the final product, the more we found things that were wrong. Firing Ameex was the right call, but we were stuck with a poorly written frame of a website. Brant has dug into the code and learned Drupal on a whole new level. It sounds great, but that was the whole reason we wanted to hire a professional company. He is to be commended for his efforts and going above and beyond what the project called for.

The website still has some major changes happening, but it's *live*! For that, I'm grateful.

**IT GOALS:**
Provide the IT support necessary for IHLS and SHARE to function efficiently.
- Soft launch of website occurred Dec. 5, 2022, at 3:31 p.m. CST.

## BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

*Submitted by Jennifer Baugh, SHARE Bibliographic Services Manager & Pam Thomas, Bibliographic Grant Manager*

November and December were busy with cataloging, presentations, meetings, and virtual and in-person conferences. Both CMC and SHARE staff attended IHLS Member Day, and CMC staff presented a session during the mini-lunch session period.

Sadly, in November, we did have to say goodbye to two CMC staff members, Bonnie Dauer and Katy Egts. We wish both Bonnie and Katy the best in all their future endeavors.

In December, we welcomed Andrea Giosta to the CMC team. Andrea is a Special Project Cataloger working on the Consortium of Academic and Research Libraries in Illinois (CARLI) database project.

Both CMC and SHARE staff also spent time discussing and planning future training opportunities for both member libraries and libraries throughout the state. 2023 looks to be a great year for continuing education.

**CATALOGING SERVICE FOR SHARE GOAL:**
Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the share database to ultimately increase resource sharing.
- Cataloged 1,346 items for SHARE member libraries.
- Imported 612 $3 bibs for SHARE member libraries.
- Merged 18 bibliographic records, cleaned/corrected 578 bibliographic records, and cleaned/corrected 161 item records.

**CATALOG TRAINING FOR SHARE MEMBERS GOALS:**
Maintain rigorous cataloging standards that include continuing education in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state, and local policies such as RDA (Resource Description and Access), OCLC, and Library of Congress.
- Handled over 408 emails and contacts.
- Reviewed and imported 48 files containing 238 bib records for catalogers-in-training at 11 libraries.
- Presented the Cataloger's Training Session in November with 50 live attendees.
- Hosted two sessions (November 25th and December 13th) of SHARE Your Cataloging Questions with 37 live attendees.

**CATALOGING MAINTENANCE CENTER (CMC) GOALS:**
Provide cataloging and bibliographic services for libraries in the Reaching Across Illinois Library System (RAILS) and IHLS service areas to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois

library staff in the use of resource description, including cataloging and metadata.

- Cataloged 255 items (including 210 originally cataloged and 45 records enhanced) and created 16 name authority, one title, two series records, and enhanced five records.
- The PrairieCat database cleanup project continues, where 778 bibliographic records were enhanced or merged.
- The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues, with a total of 429 dedupes (merges) and 433 edits.
- Handled 33 contacts.
- Reviewed 13 books and three e-books.
- 99 bibliographic records were merged (three for SHARE, 75 books and 20 e-books for the OCLC Member Merge project).
- World language bibliographic records for November and December were in French, German, Hebrew, Ladino, Korean, Persian, Spanish, and Yiddish.
- Presented the November Online with the CMC: Cataloging with an EDIA Focus with 39 live attendees and the December Online with the CMC: O Brother, Part 2: What to Do With the 024, 028, & 588 Fields for Videocassettes and Kits with 32 live attendees.
- Presented Going on a Historical Adventure with SHARE Libraries at IHLS Member Day with 143 live attendees.
- Presented A Cataloging Life for the Joliet Junior College LTA Cataloging and Classification Course with 5 attendees.
- Cataloging Basics, a Moodle course, had 18 successful completers (earned 70% of the points).



US Naturalization Kit, Marshall PL (special collection)



When Will I Learn to Read?, Galesburg PL (special collection)
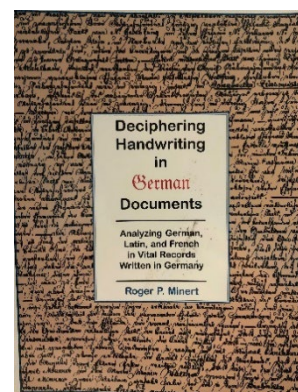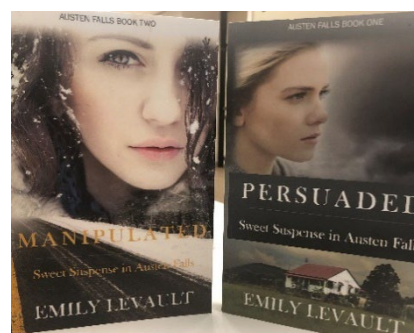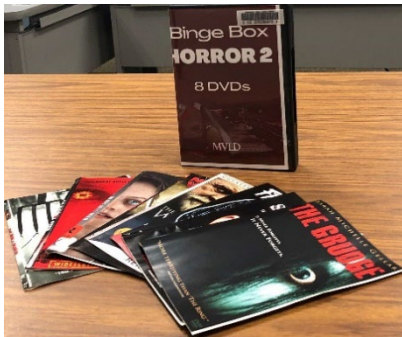


Deciphering Handwriting, Peoria PL (special collection)



Harvest Sons, Peoria PL (local author/music)



Inklings of Jefferson School, Peoria PL (local history)



Austen Falls series, Stonington Township Pl (local author)

Horror Binge Box, Mississippi Valley PLD, (special collection)



Dixon Public Library Spoons, Dixon PL, (special collection)



Social Emotional Learning Kit, Effingham PL (special collection)



Fidget Kit, Effingham PL (special collection)

## DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Jonathan Becker, Facilities & Delivery Director*

I appreciate the opportunity to be part of the IHLS team and received great support and welcome as I started as Facilities and Delivery Director. Over November and December, my time has been spent meeting the staff, and I have scheduled myself to spend time at each location doing sorting and delivery operations. This will allow me to train on our processes, observe, and analyze the operation for efficiency.

**FACILITIES:** Provide a Safe Working Environment:

- Review current working processes: reviewing all safety, facility contracts, and schedule of facility projects.

- Continue to maintain the infrastructure of facilities: We are still waiting on the permit from the City of Champaign for the CARLI project. The Champaign Roof leak seems to be fixed. The contractor for the Edwardsville roof replacement has been selected and the company CCR has been contracted. IHLS has signed the contract for the roof replacement along with the addendum for the options listed in the RFP (Request for Proposal) and the additional charge for the required certified payroll as part of the Prevailing Wage Act.

**DELIVERY GOALS:**
Provide efficient provision of delivery services designed to support resource sharing among IHLS members. Provide accurate information and educational tools to support delivery. Provide accurate member library delivery data in L2.

- Vehicle Fleet Updates: The Edwardsville box truck is in use and we are developing an RFP for replacement.
- Staff Updates: Linda Petty, a full-time employee and Area Manager for Carbondale and Edwardsville, has resigned, and her last day in office was Dec. 29, 2022. With a goal of more efficient management and staffing to improve sorting and delivery processes, we developed a restructuring plan. The Area Manager is being replaced by an Operations Manager for the Edwardsville location. We are interviewing candidates and should have a replacement for the position by mid-January. Staff Training: all staff training is getting a review and department leaders are working with HR to address risk and safety needs.
- Delivery Outcomes: In November, Edwardsville and Carbondale hubs are slightly up for incoming items, and the Champaign hub is slightly down but consistent. ILDS (Illinois Library Delivery Service) materials are down compared to the previous three months by 800 items. Since the April campaign for Delivery on the Go Service (DOGS), Carbondale is slightly down, Champaign has stayed consistent after an increase in May, and Edwardsville increased from September. December was consistent in delivery outcomes; we had a short delivery day on December 22 due to extreme cold, wind, and snow. We are streamlining all sorting processes at every Hub in January with the Champaign sorting

process. Integrating the Champaign sorting process at all hubs will improve efficiency and consistency in our sorting operations.

## Total Items Picked Up December 2022
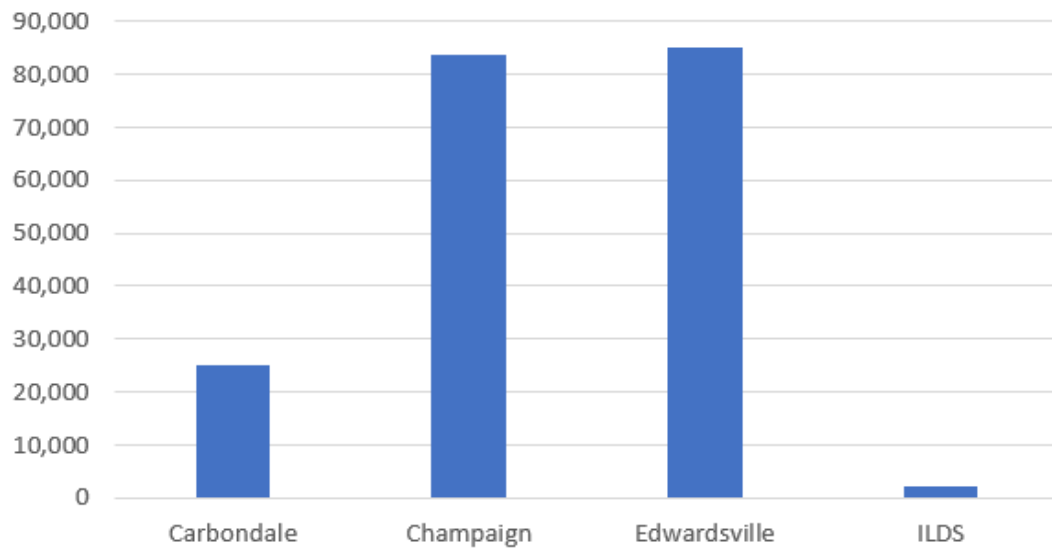


## Delivery On the Go Service March 2022 - December 2022
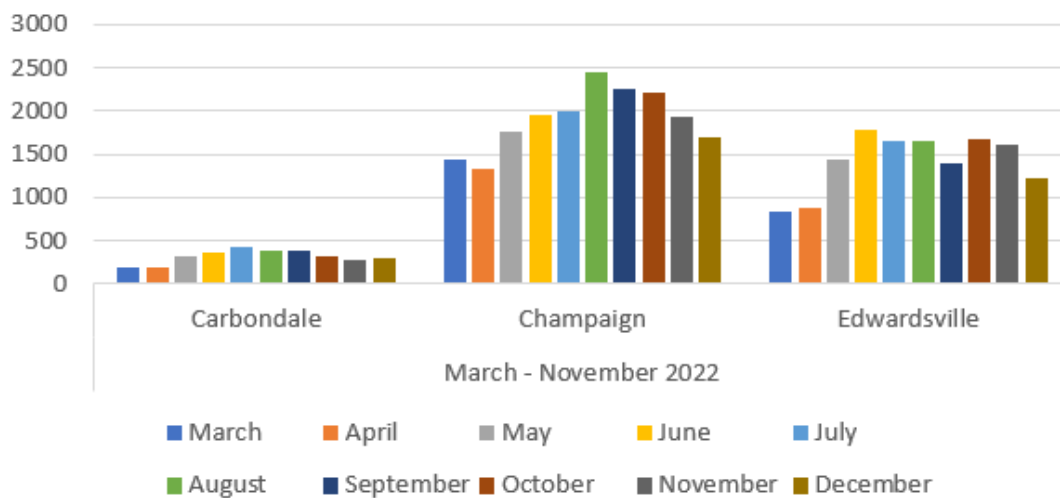
## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

In November and December, several projects started to gain momentum, including an affiliate expansion program and the announcement of the Aspen Discovery project. We also welcomed a new transitional member, Freeburg Community High School!

**SHARE GOAL:**
Provide an innovative resource discovery, sharing, and automation group.
- Participated in the monthly supervisors meeting to share between departments and learn about changes that affect our team.
- Attended weekly leadership team meetings to discuss future initiatives and current challenges affecting the organization.
- Met with Illinois Digital Educators Alliance (IDEA) to discuss potential partnership opportunities.
- Discussed future opportunities with representatives of both Solus and Clarivate.
- Sent a newsletter to members providing updates about current issues affecting SHARE and upcoming events, which included information about Aspen Discovery and notifications in Spanish.
- The SHARE Circulation & Resource Sharing Committee reviewed a current challenge with fine-free libraries and accepting/waiving fees. In December, they determined that fine-free libraries should not waive fines for other library's patrons. This was communicated to members in the SHARE Member Notes newsletter and on the SHARE website.
- Our integrated library system was updated to Polaris 7.3, with supporting documents provided by Dena Porter. Much thanks to IT for their assistance with this upgrade.

**SHARE DEVELOPMENT GOAL:**
Increase members participating in SHARE.
- Catalogers Don Pippin and Anna Wiegand promoted SHARE at the annual Association of Illinois School Library Educators (AISLE) conference.
- Presented information regarding the SHARE program to the Southern Illinois Librarians Together (SILT) Association of Illinois School Library Educators (AISLE) networking group.
- Participated in Reaching Forward South (RFS) Conference planning committee, promoting continuing education opportunities that would be helpful for SHARE members.
- Met with a new director in November, to help provide SHARE resources and emphasize our commitment to supporting our members.
- Taught 10 circulation trainings to 22 participants in November.

- Provided members with readers advisory support, promoting the top requested SHARE titles for the previous month.



**E-RESOURCES GOAL:**

Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- cloudLibrary users checked out 24,468 owned titles and 1,758 audiobook pay-per-use titles in November. We now have 54,409 owned items in our shared collection, and 152,210 additional audiobook titles available for pay-per-use.
- cloudLibrary users checked out 25,360 owned titles and 1,851 audiobook pay-per-use titles in December. We now have 53,920 owned items in our shared collection, and 157,224 additional audiobook titles available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our digital collection.

# NATIVE AMERICAN
## HERITAGE MONTH

SHARE — SHARING HEARTLAND'S AVAILABLE RESOURCES EQUALLY
cloudLibrary™ by bibliotheca



# HOLIDAY
## ROMANCES

SHARE — SHARING HEARTLAND'S AVAILABLE RESOURCES EQUALLY
cloudLibrary™ by bibliotheca