

FY2023 Budget and Operational Plan Review: IHLS Services

Two-thirds of the way through FY2023, we again estimate a significant reduction in General Fund expenditures. Our budgets are best-case scenarios for services and projects. And because we develop the budget several months before the fiscal year, we cannot predict trends and opportunities that may surface during the year. Paired with internal planning, this approach helps look at projects several years in advance.

Fiscal Impact/Comment	Member Service Impact
FY2023 General Fund Budget — + \$700K v. approved budget. The approved budget was approx. -\$413K revenue under expenditures. If we continue in this direction, we will end the fiscal year with revenue over expenditures of conservatively +\$300K.	FY2023 includes a System Area and Per Capita Grant (SAPG) increase of roughly \$500K. As in previous years, we crafted a budget that includes all our aspirations and projects for FY2023. Budgets are more of a policy document and provide us with a best-case scenario. Reflecting on the changes outlined below, we will look for similar opportunities in FY2024.
REVENUE	
<i>Interest Income – reflects the performance of the Illinois Funds in FY2023.</i>	
Anticipated positive variance of roughly \$170K by the end of June.	Allows IHLS to benefit from the current market.
EXPENDITURES	
<i>Personnel – estimated overall savings will be \$238K on June 30 (end of fiscal year).</i>	
Staff: Unanticipated personnel changes account for variance, along with the delay in filling Continuing Education Coordinator position.	Some long-term staff ended their employment with IHLS, creating room to bring on new staff and move existing staff to new roles.
Workers' compensation insurance: Rates were based on gross wages, and we ended with a better-than-estimated rate at renewal.	
<i>Building Repair and Maintenance</i>	
Budgeted roof repair at the Champaign office was covered by warranty.	
<i>Vehicles – another area of savings.</i>	
Fuel: Significant savings were realized by budgeting at \$5/gallon for the fiscal year. In FY2024, we hope our \$3.80/gallon estimate is more accurate.	Delivery is a service that operates by looking first at service benefits to members. IHLS continues to look for efficiencies in routing for possible savings.
Vehicle Insurance: Small savings realized due to auto insurance actual rates being lower than budgeted.	
<i>Computer Supplies & Information Service Costs</i>	
We achieved significant savings due to use of Microsoft Teams vs. Zoom for an electronic meeting environment, budgeted website updates not necessary, and purchasing fewer Polycom Teams Rooms than budgeted.	Virtual meeting environments are a cost of doing business. The move from Zoom-hosted to Microsoft Teams-hosted meeting rooms provides more integration for IHLS staff with our existing Microsoft products and has no negative impact on member

	experience.
OP Plan Changes/Comment	Member Impact
Administration	
Communication	
Increased advocacy and visibility in our service area.	Work with staff on speaking engagements led to the appearance of our School Library Liaison on the Champaign NPR program <i>The 21st</i> . New information on our website and via communications raises awareness of HB2789.
Board Support	
Improved communication to improve interest in board membership.	Board learning presentations and text verification of meetings help board members stay prepared.
Facilities	
Put a temporary pause on the remodel of the second floor of the Edwardsville building.	Allows IHLS more flexibility to update the delivery fleet while vehicle costs are much higher.
Human Resources	
New staff appraisal process implemented utilizing Microsoft Teamflect.	Provides a connection between our Operational Plan and the work we do every day to help staff visualize their role in the organization.
Focused on IHLS staff development.	We utilize several cost-effective resources, including LinkedIn Learning, Employee Assistance Program webinars for all staff, leadership training series, Gallagher 360 training, and Safety-Team-developed training.
Accounting Operations	
Stopped filing copies of customer invoices in customer files.	Invoices are now retained with invoice reports, saving filing time and keeps all invoices together for record retention purposes.
Finance staff assisted HR with health insurance renewals and Operations with various building projects.	A team approach to some projects ensures we are fiscally responsible.
Information Technology	
Website update completed.	Includes upgrades to the Job Board, IHLS news organization, and navigation.
Bibliographic Access	
Additional SHARE training added or updated.	SHARE Your Cataloging Questions offers individual member assistance in a small-group environment. Barcode Refresher Training will reduce errors in database cleanup before the Aspen discovery layer is implemented.
Cataloging Maintenance Center (CMC) identified and reached out to many Illinois libraries that need to utilize project services.	CMC added several new academic and special library customers with diverse collections now available via WorldCat.
Delivery	
Investigated the efficacy of an Automatic Material Handler System (AMH) for IHLS.	Analyzed and evaluated responses to June 2022 Request for Information. Developed AMH Working Group comprising member library and IHLS staff.
Resource Sharing	
LLSAP (SHARE)	

Affiliate member expansion program presented and approved by SHARE governance.	Adding Affiliate members dovetails with IHLS goals and Secretary of State expansion by broadening the scope of resource sharing in central and southern Illinois.
<i>SHARE Development</i>	
Participated in 2023 IDEAcon.	Outreach to a different group of stakeholders such as vendors and teachers who can make the case for school districts to join SHARE.
Offered SHARE committee members information regarding emerging technologies to discuss potential upgrades to infrastructure.	Aspen Discovery layer was selected by SHARE governance following a thorough examination of options.
Membership	
<i>Membership Services</i>	
School member listserv revitalized.	Provides resources for school library members to focus on concerns specific to our region or system.
Utilized IHLS partnerships to benefit members.	Employee Assistance Program (EAP) webinar and a Member Day presenter offered guidance on compliance issues to members.
<i>Networking</i>	
Shared consulting and continuing education support with RAILS.	IHLS School Library Liaison and RAILS Data Research Specialist collaborate on school data issues and present cooperatively at conferences. This shared approach increases the outreach of both agencies.
<i>Grants</i>	
Presented a popular grant writing workshop to school and small public library staff.	In concert with the Association of Illinois School Library Educators (AISLE), offered a workshop with practical application of grant writing skills and opportunity for collection development.