Illinois Heartland Library System

FEBRUARY 2023

DIRECTOR & STAFF ACTIVITY REPORT

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATIONS GOALS:
Submitted by Dr. Carol Hogan-Downey, Communications Administrator,
and Shandi Greve Penrod, Marketing Administrator

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

Highlights

- **Automated Materials Handling System (AMH):** Completed work on an informational page on the AMH consideration process. The page includes an introduction explaining what an AMH is and why we're considering one, a video showing an example at St. Louis County Library, and an extensive FAQ list.
- **iLEAD Trustee Learning Program Branding:** Collaborated with membership staff to establish a brand identity and the beginnings of a brand plan and communications plan for the state-funded trustee learning portal program. We have established:
  - **Core values of the brand ethos**
  - **Program name**
  - **Colors**
  - **Fonts**
  - **Logo**
- **School Library Advocacy PR:** Repurposed the segment pitch we had sent WILL NPR for their show *The 21st*; we sent it to WSIU in Carbondale. They picked up the pitch. On March 30, they will air a TV segment about the disappearance of school librarians and library programs in Illinois amid the first year of the new media literacy requirement. We collaborated with Schools Liaison Leah Gregory to locate a member school librarian to appear on the episode. Both Leah and Michael Hayman (librarian at Collinsville Middle School) will be interviewed. As this story develops, we will periodically follow up with our WSIU contact for future segments.
  - Put Jenn, our WSIU contact, in touch with Leah Gregory to begin working on potential media-literacy education collaborations.
- **Expanded Consulting:** Held our first consultation for our [expanded consulting service](#) that gives members easier access to our business-area experts.
- **Website:** Continued updating and streamlining the new IHLS website with IT staff.
- **IHLS Board Nominations:** Collaborated with the Nominations Committee and Executive Team to promote the board nominations period.
- **IDEAcon:** Worked with the SHARE staff to coordinate a SHARE display at the Illinois Digital Educators Alliance conference.

Promotional Member Communications:
- *Services:*
  - *IHLS:* The Expert is In expanded consulting program, Library Resources, My Library Is…, FirstSearch/WorldCat Discovery subscription paid by Illinois State Library
  - *SHARE:* SHARE cloudLibrary, Aspen Discovery Layer, SHARE membership
- *Advocacy/Public Relations:*
  - *IHLS & Member Libraries:* WSIU PBS school libraries sponsorship spot
  - *CMC:* Article: *The CMC Catalogs: The 1918 Central Illinois Railroad Bridge Accident*
  - *SHARE:* CloudLibrary collection featured shelf
- *Continuing education & networking events/opportunities:*
  - *IHLS:* Various third-party webinars and virtual events, Third Thursdays CE, weekly Directors' Chats, Directors University 2.0
  - *CMC:* Online with the CMC webinars, asynchronous cataloging courses
  - *SHARE:* Cataloging Training Sessions, Polaris, and Leap circulation training
- *Discounts and demos:*
  - *IHLS:* ILLINET Member Discount for Computers in Libraries 2023
  - *SHARE:* Aspen Discovery Layer

General Communications:
- *IHLS*: Various memos, two newsletters, a multitude of grants, expanded consulting program (IHLS Marketing & Communications experts), Annual Certification and ILLINET Traffic Survey, Staff Day video and building closing, job postings, library news, automated material handling system webpage, IHLS Board Nominations
- *SHARE*: Meetings of various committees, new help desk, SHARE and Polaris tips, circulation stats, etc.

Formal Research:
- Delivery Survey (in collaboration with the Executive Director and the Delivery and Facilities Director; *see Highlights)*
- Trustee learning portal survey for iLEAD program (in collaboration with the Membership Coordinator – Public Library Liaison / Project Lead and the Project Coordinator)
- Email A/B testing

Training Events Attended by Department Staff:
- IHLS Leadership Training
- Alternative Library Education Courses

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. February job openings included: a full-time courier driver position in Edwardsville, apart-time sorter in Champaign, and a continuing education coordinator.

New hire orientations were conducted via Teams for the Carbondale Driver, Champaign Sorter, and an Edwardsville Web and IT Administrator this month.

Live workshop or online training	Format	# of staff
Getting Buy-in as an HR Leader: How To Be a Persuasive and Effective Communicator	SHRM	1
CPR Training – Free in-person training in Edwardsville	In Person	2
Leadership Series: Leading in Today's Workplace	Zoom	23
10 Mistakes Leaders Should Avoid	LinkedIn	6
Advocating for Change in Your Organization	LinkedIn	1
Asking for Feedback as an Employee	LinkedIn	1
Be the Manager People Won't Leave	LinkedIn	1
Creating Lasting Habits	LinkedIn	1
Enhance Your Productivity with Effective Note-Taking	LinkedIn	1
Ergonomics 101	LinkedIn	1
Establishing Evening Routines to Optimize the Day Ahead	LinkedIn	2
Excel Quick Tips	LinkedIn	1
How to Build a Culture of Appreciation as a Manager	LinkedIn	1
How to Find and Use Your Strengths	LinkedIn	1
How to Learn Faster	LinkedIn	1
How to Speak, So People Want to Listen	LinkedIn	2
Live workshop or online training	Format	# of staff
How to Talk to Anyone (Blinkist Summary)	LinkedIn	1
Information Literacy	LinkedIn	1

Interpersonal Communication	LinkedIn	1
Learning Microsoft 365 (Office 365)	Linkedin	1
Mindful Working: 11 Ways to Improve How You Work	LinkedIn	1
People Success: Employee Assessments	LinkedIn	2
Performance Management: Conducting Performance Reviews	LinkedIn	2
Recognizing and Rewarding Your Workers	Linkedin	1
Record Your Podcast Using Anchor for Creators	LinkedIn	1
Stop Overthinking and Manage Your Inner Critic	LinkedIn	1
The Power of Introverts	LinkedIn	1
Top 10 Rules for Highly Effective Leadership	LinkedIn	1

Live workshop or online training Information Technology Department		
Microsoft Azure Cloud Concepts	Pluralsight	1
Securing Azure Kubernetes Service (AKS) Clusters	Pluralsight	1
Protocol Deep Dive: SNMP	Pluralsight	1
Micro Frontend Fundamentals	Pluralsight	1
Gin 1 Fundamentals	Pluralsight	1
The IT Ops Sessions: Kubernetes Secrets in GitOps Environments	Pluralsight	1
Tcl Fundamentals	Pluralsight	1
Implementing Failover Clustering and Storage Spaces Direct in Windows Server 2019	Pluralsight	1
Managing iOS and Android Mobile Devices with Microsoft Intune	Pluralsight	1
Ubuntu Linux Administration: Storage Management	Pluralsight	1
What's New in System Center Operations Manager (SCOM) 2019	Pluralsight	1
Microsoft Azure Fundamentals: Introduction to the AZ-900 Exam	Pluralsight	1
Managing Go Projects	Pluralsight	1
Rust Fundamentals	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 also ensures appropriate documentation is obtained from employees when leave is needed for COVID-19 reasons.

Increasing Staff Communication Through the Use of the IHLS Intranet
- Feb. 1, Spring Health Wellness Benefit informative post on how to use the new benefit.
- Feb. 3, Save the date for staff day sent to all employees, notifying them that May 4th will be the date to celebrate and receive training company-wide.

- Feb. 7, Welcome announcement for new staff and internal promotions were celebrated in this post.
- Feb. 7, Reminder to all staff about the Drug-Free Workplace policy in our employee handbook.
- Feb. 13, Quarter 3 performance review post reminders, changes, and expectations outlined for employees and supervisors.
- Feb. 16, Post welcoming our newest employees
- Feb. 28, The rollout of the employee recognition module through Teamflect. Which included a video to show employees how to use the application.

Teamflect Performance Appraisal System Training
- Reminders sent to staff on goal setting and processes for the Quarter 3 performance appraisals.
- Rollout of the new recognition feature through Teamflect to promote a culture of appreciation. This included a video demonstration on how to recognize employees.

STAFF DAY

Staff Day Planning
- The team has selected food and events, planned team building exercises, and worked with communications to send out a save the date Intranet post and a pamphlet to collect videos of appreciation for our IHLS staff from our members.
- We secured a staff day training speaker. This years focus will be on team building.

Employee Handbook Updates for January 2023
- The Illinois State Library sent our approval letter for the proposed Employee Handbook changes for 2023.

HR Practical Training

Explore Opportunities to enhance human resources knowledge across member libraries.
- We impacted 50 libraries and enrolled 186 members in our Sexual Harassment Prevention training at no cost to the member libraries.

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

We are so excited to welcome Matt Caskey to IHLS and the IT team. Matt fits in great with everyone and is a quick learner! It's great having fresh eyes on things, and his perspective on some of our projects is great. It really pushes us to question why we do certain things a certain way.

Like all the other departments, IT is in the midst of planning for the budget and the operational plan for FY2024. We are excited that SHARE is growing and looking into the Aspen product. It is a good challenge for the IT department and a massive benefit to the membership.

Other projects are also being investigated, and the board will see those in the budget and operational plan documents.

This month we also integrated L2 into our mailing lists. Libraries can determine which staff should be their delivery contact, and that person will automatically get notified when their route has any announcements. By using the Driver's iPad and Delivery database plus the L2 database, we are working on getting more and more useful information out to the libraries in a way that communicates directly with the people who need to hear the news.

We are doing great things at IHLS, and I'm proud to be a part of them.

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

We began producing the FY2024 budgets in February. The Finance staff met with each staff member responsible for a section of the budget to review their proposals. We assisted them in entering data into the OpenGov software that we utilize for our budgeting process and verified all items were included from previous years' activities.
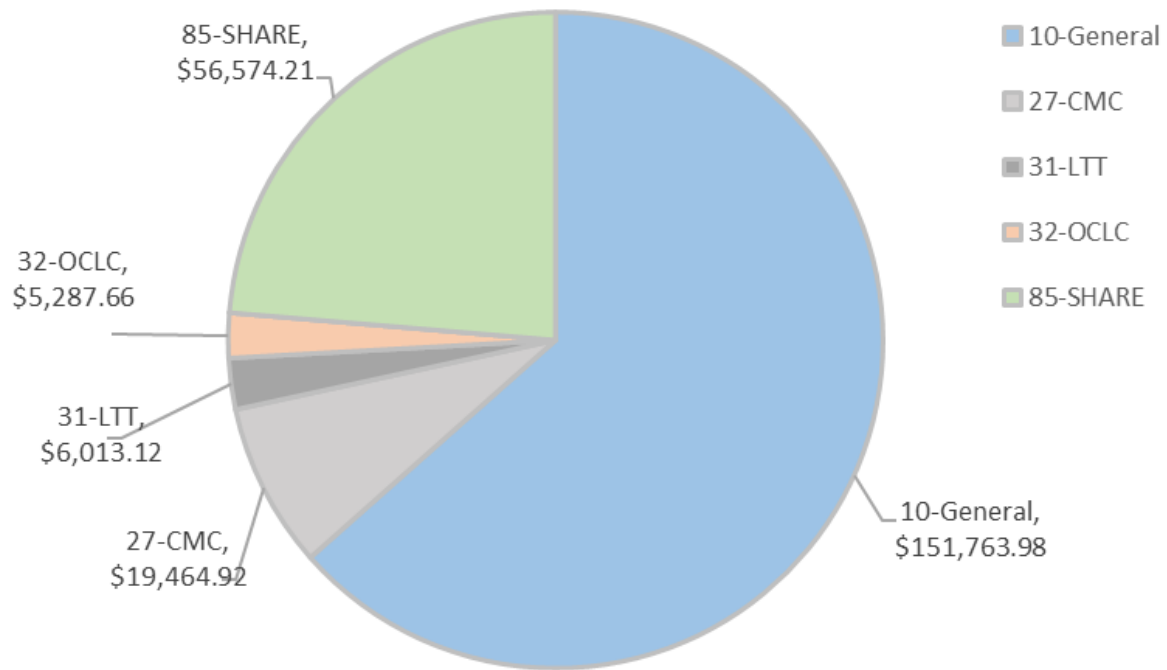
ACCOUNTING GOALS:

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 one webinar.
- Attended leadership training.
- Attended a Reaching Forward South reception meeting.
- Attended a meeting with the insurance broker to review claims.
- Attended a meeting with Color Art to review furniture needs for the Edwardsville remodel and sound masking in the HR/Finance suite and surrounding area.
- Attended a meeting with the grant contractor to review the budget for a grant application.
- Attended meetings with budget managers to review their FY2024 budgets.
- Attended an Automatic Material Handling (AMH) tour at St. Louis County Public Library and Decatur Public Library.
- Attended a meeting with Greg Pronevitz regarding AMH.
- Attended demonstrations of two human resources information systems.
- Attended High Five and staff meetings.
- Attended Supervisor and Leadership Team meetings.
- Attended weekly Finance Department meetings.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in February.
- Prepared January 2023 Bill Payments, Credit Card Transactions, Statements of Revenues and Expenditures, Balance Sheet, and Statement of Cash Flow reports for the IHLS Finance Committee and Board of Directors.
- Generated and mailed 119 accounts receivable invoices (OCLC: 6 monthly member fees and 99 transactional fees; SHARE: 3 monthly member fees, 1 transitional member fee, 1 Cloud subscription, and 8 cloudLibrary eBook purchases; General: 1 ILDS).
- Received and posted 110 accounts receivable cash receipts checks totaling $598,635.16 (OCLC: 54, SHARE: 50, and General: 6).
- Received and entered 77 accounts payable invoices.
- Disbursed 71 accounts payable checks totaling $239,103.89.

A/P Invoices Paid February 2023

85-SHARE,
$56,574.21

32-OCLC,
$5,287.66

31-LTT,
$6,013.12

27-CMC,
$19,464.92

10-General,
$151,763.98

- 10-General
- 27-CMC
- 31-LTT
- 32-OCLC
- 85-SHARE

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

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

During February, Cataloging Maintenance Center (CMC) and SHARE staff continued providing high-quality cataloging services to libraries throughout Illinois. Staff provided numerous training opportunities for catalogers throughout the state, and we have started planning cataloging courses and webinars for the next few months and the upcoming fiscal year. Exciting continuing education opportunities are in the works, including more in-person courses, so keep an eye out for updates and announcements in the coming months.

CATALOGING SERVICE FOR SHARE GOAL:
Provide cataloging services for SHARE member libraries, including transitional libraries, and increase the usability of the SHARE database to ultimately increase resource sharing.
- Cataloged 313 items for SHARE member libraries.
- Imported 336 $3 bibs for SHARE member libraries.
- Merged 23 bibliographic records, cleaned/corrected 683 bibliographic records, and cleaned/corrected 12 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 708 emails and contacts.
- Reviewed and imported 25 files containing 103 bib records for catalogers-in-training at 10 libraries.
- Presented the Cataloger's Training Session in January with 43 live attendees.
- Hosted SHARE Your Cataloging Questions with 27 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 89 items (including 79 originally cataloged and 10 records enhanced) and created three name authority and eight title records.
- The PrairieCat database cleanup project continues, where 544 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 206 dedupes (merges), two deletes, and 184 edits.
- Handled 12 contacts.
- Forty-four bibliographic records were merged (one for PrairieCat cleanup and 43 books for the OCLC Member Merge project).
- World language bibliographic records for February were in Arabic, Chinese, German, Japanese, Malayalam, Serbian, Russian, and Thai.
- Presented the February Online with the CMC: Stop Wasting Time: Adding the 033 and 518 MARC Fields with 35 live attendees.
- Five oral histories were transcribed (three for Poplar Creek Public Library and two for Marshall Public Library), one photo album was uploaded to the Illinois Digital Archives (IDA) database (Jayne Bartlett Kerr, Marshall PL), uploaded 11 photos for the Digital Archives Project (Marshall PL), and transcribed 12 documents (New Lenox Public Library).
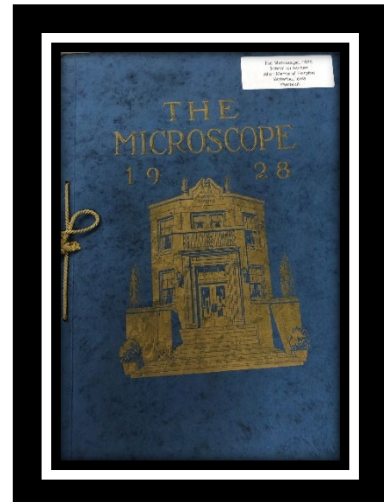
Some of the items cataloged in February by the CMC staff:

Art, Japanese, ISU, special collection

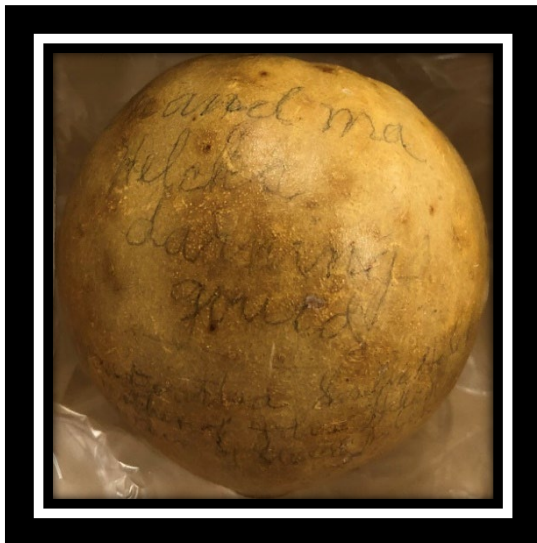Deer Visitor, Arabic, ISU, special collection

The Microscope (Allen Memorial Hospital, 1928), Groff Memorial Library, special collection

Clark Corner picture, Marshall Public Library, Digital Archives Project
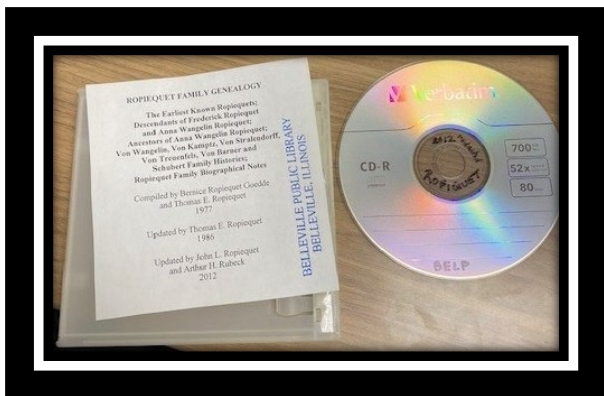

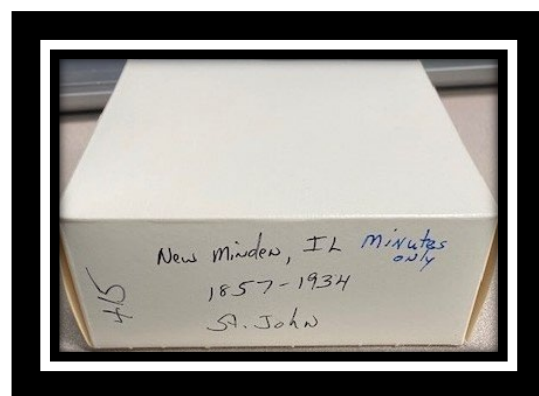Clarkcoill Dairy picture, Marshall Public Library, Digital Archives Project

Grandma Helck's Darning Gourd, Groff Memorial Library, special collection

Margaret Helck Nursing Pin, Groff Memorial Library, special collection

Ropiequet Family, Belleville Public Library, local genealogy

St. John's Lutheran Church Meeting Minutes (New Minden, IL), Belleville Public Library, microfilm

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

It is truly exciting to see all the activity under networking goals during the month of February. Nothing matches being out in the field and interacting with our members when it comes to building relationships. During one-on-one site visits, conversations are held, and questions are asked that would never happen in a larger group setting.

Two activities are of particular note:

- The presence of Illinois Heartland Library System staff at the Illinois Rural Development Conference. It was a learning experience for the staff member attending, but also an opportunity to be a voice for libraries in rural Illinois.
- The cooperative efforts of representatives from the Association for Illinois School Library Educators (AISLE) and Reaching Across Illinois Library System (RAILS) to bring information regarding the significance of strong school library programs to Illinois school administrators.

MEMBERSHIP SERVICES GOALS:

Review membership of all system agencies on an annual basis. Support member libraries in their efforts to provide excellent library service to their stakeholders.

- As of this writing, certification has been completed for more than 70% of libraries in the Illinois Heartland Library System

NETWORKING GOALS:

Continue to develop relationships with and among the membership. Continue active partnerships in statewide and national initiatives that support enhanced library service. Work with library entities that improve member services.

- Feb. 1: Leah Gregory made a site visit to Red Bud Elementary School
- Feb. 1: Leah Gregory made a site visit to Bond County CUSD #2 (Greenville)
- Feb. 17: Ellen Popit visited the Asian Educational Media Service Library (University of Illinois)
- Feb. 17: Ellen Popit visited the Giertz Educational Center at the Krannert Art Museum (U of I)
- Feb. 21: Leah Gregory visited Decatur Public Schools
- Feb. 21: Anna Yackle attended the Danville Public Library Board of Directors Meeting.
- Feb. 22: Leah Gregory visited Champaign Public Schools
- Feb. 22: Leah Gregory visited Rantoul #137
- Feb. 22: Leah Gregory visited Villa Grove CUSD #302
- Feb. 22: Leah Gregory visited Argenta-Oreana High School
- Feb. 23: Leah Gregory visited Ward Elementary School (Tuscola)

- Feb. 23: Leah Gregory visited Central Citizen's Public/Central District #4 (Clifton)
- Feb. 24 Ellen Popit made a site visit to the Neoga Public Library
- Feb. 24: Ellen Popit made a site visit to the Olney Public Library
- Feb. 4 and 5: Ellen Popit participated in a Rebecca Caudill Young Readers Book Award Board meeting and Selection meeting.
- Feb. 13 & 14: Leah Gregory attended IDEAcon with colleagues from the SHARE staff.
- Feb. 16: Leah Gregory met with Janette Derucki, Ruth Shasteen, and Georgeann Burch to discuss the Administrator's Academy.
- Feb. 21-23: Anna Yackle attended the Illinois Institute of Rural Affairs' Rural Development Conference in Springfield.
- Feb. 27: Leah Gregory and Ellen Popit attended the ILA Legislative Meetup.

CONTINUING EDUCATION GOAL:
Increased continuing education opportunities as allowed by Illinois State Library (ISL) directive.
- Director's Chats were held on Feb. 2, 9, and 23.
- A Members Matter session was held on Feb. 16 on the topic of involvement with the Illinois Library Association and the Power of Networking.
- A job posting for a Continuing Education Coordinator was advertised.

GRANTS GOALS:
- The Trustee Training Grant continues to develop, and during the month of February, a logo and a project title were selected.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Jonathan Becker, Facilities & Delivery Director

Completed ride along with drivers on nearly all routes i. Going on all routes has been essential to getting to know delivery staff, visiting libraries we support, and understanding the scope of our delivery and sorting operations.

FACILITIES: Provide a Safe Working Environment:
- Continue to maintain the infrastructure of facilities: CCR Roofing provided an estimated start date of mid-April.

DELIVERY GOALS:
Provide efficient 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.
- Staff Training: Initiated monthly in-person meetings with sorters and drivers to cover safety and accident procedures to minimize vehicle and workplace incidents. In concert with Finance Department, met with our insurance broker to understand how vehicle incidents contribute to worker's compensation and liability insurance. It is a priority to focus on safety training for staff.

- Delivery Outcomes: In February, Champaign and Edwardsville hubs are slightly down for incoming items, and the Carbondale hub is slightly up for incoming items. Illinois Library Delivery Service (ILDS) materials are up compared to the previous month. Delivery On the Go service numbers are up for Edwardsville and Carbondale and down for Champaign.

Total Items Picked Up February 2023
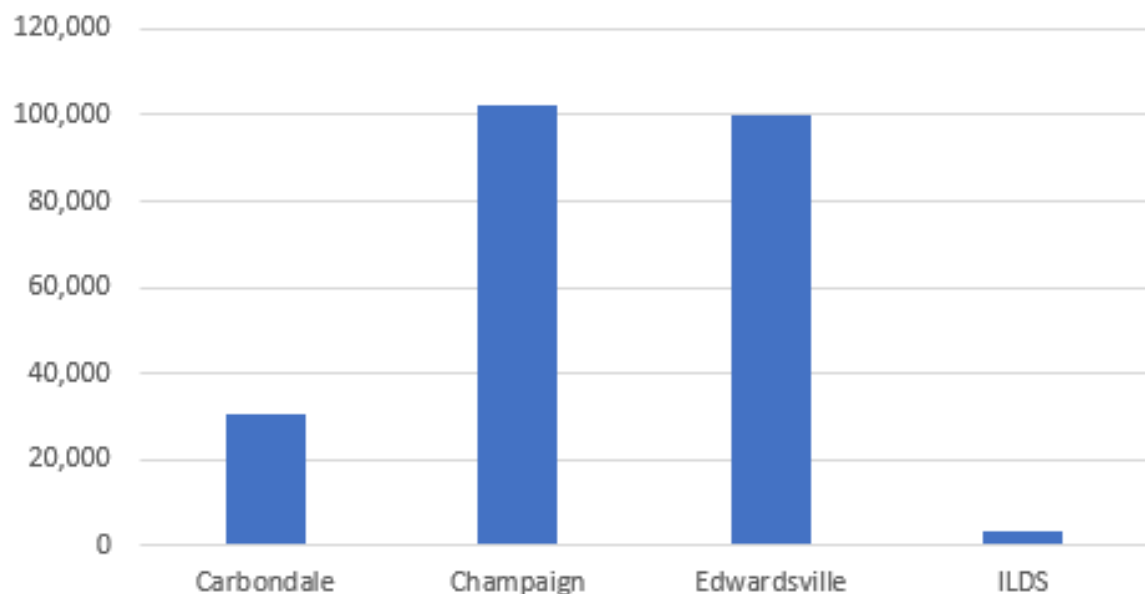
Delivery On the Go Service March 2022 - February 2023
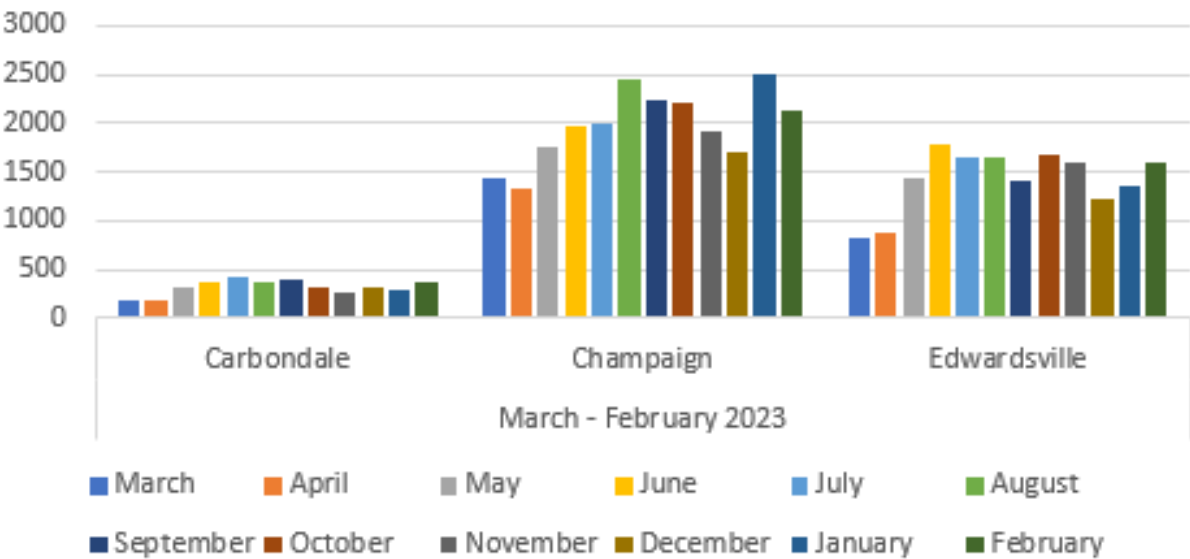
SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In February, there was a heavy focus on Aspen. Members received multiple communications, with demonstration videos, examples with screenshots, and a webpage with FAQs. Members had a lot of great questions, with conversations at networking events and via email or phone.

Placard Examples
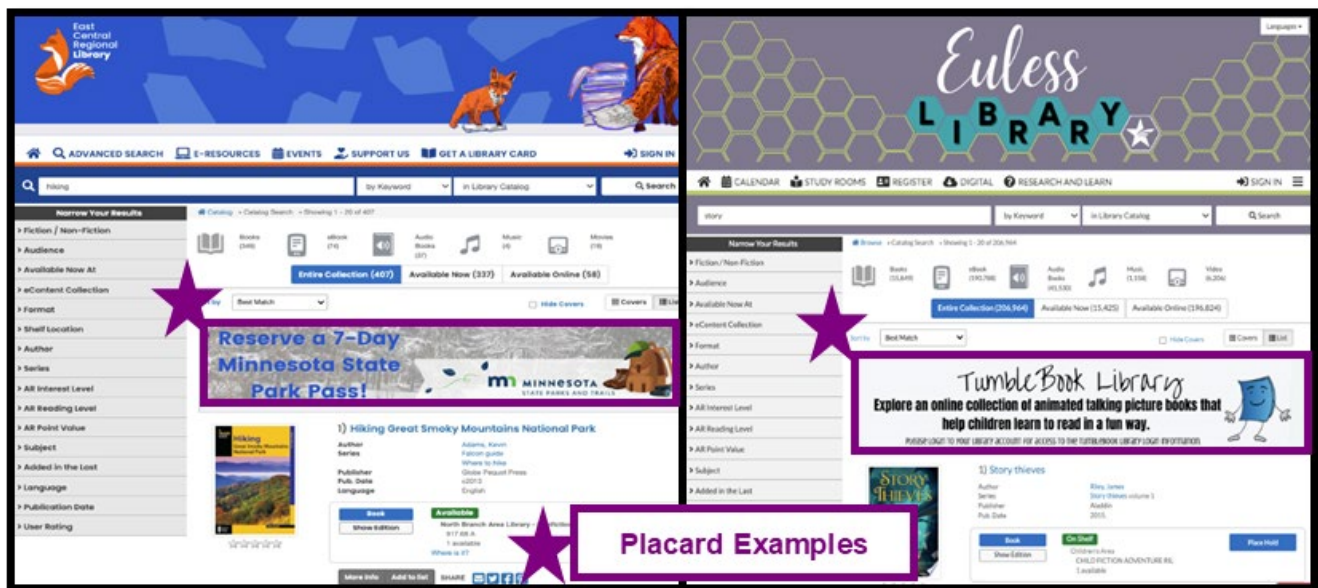
SHARE GOAL:
Provide an innovative resource discovery, sharing, and automation group.
- Participated in the monthly supervisors' meeting to participate in leadership training and learn about changes that affect our team.
- Attended weekly leadership team meetings to discuss future initiatives and challenges affecting the organization.
- Participated in planning two sessions for the International Coalition of Library Consortia (ICOLC) Conference Committee, which will be held in St. Louis in April.
- SHARE Administrative Services Manager Dena Porter and our phenomenal IT Department assisted a member library in setting up patron notifications through Patron Point.
- Consulted with IHLS Project Coordinator Leanne Furby to develop project management planning for upcoming projects.
- SHARE staff met to discuss operational plan goals, program ideas, and budgetary needs for FY2024.
- Attended Illinois Library Association's annual Legislative Meetup, Library 101.

- SHARE Executive Council reviewed financial approval procedures, vote results, and the planned affiliate expansion.
- SHARE Circulation & Resource Sharing Committee met to discuss recurring checkout violations, the timeframe for new books, and a potential policy for Polaris staff permissions.

SHARE DEVELOPMENT GOAL:
Increase members participating in SHARE.
- Jace Cook provided a SHARE update at the Third Thursday networking event to inform members about upcoming projects.
- Sent a newsletter to members providing updates about upcoming events and issues affecting SHARE, including announcing a new help desk system and SHARE committee email lists.
- Brainstormed offering a networking event the evening before the Reaching Forward South conference.
- SHARE Circulation Specialist Zach Henderson taught six circulation trainings to eight participants.
- Provided members with readers' advisory support, promoting the top requested SHARE titles from the previous month.

We promoted a member library's "SHARE the Love" SHARE Mobile Library App promotional campaign. We are actively recruiting creative members to participate in a working group to share promotional or readers' advisory materials.

- Cassandra Thompson and Dena Porter, along with IHLS Membership Coordinator Leah Gregory, participated in IDEAcon, the annual event of the Illinois Digital Educator Association. This included working with MarCom to prepare a passive display promoting SHARE membership, including a great, eye-catching design.

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

- cloudLibrary users checked out 26,188 owned titles and 1,743 audiobook pay-per-use titles in February. We now have 53,907 owned items in our shared collection and 107,732 additional audiobook titles available for pay-per-use.

- Provided patron-based marketing support and readers' advisory to member libraries, promoting cloudLibrary and our digital collection.