



Illinois Heartland Library System



MARCH 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

- Created and promoted an informational page containing an introduction and anticipated FAQs about HB 2789 (the anti-book-ban bill), which went live on March 7, the night before the House Rules Committee discussed and voted on the bill.
 - Updated the FAQs to answer potential questions raised by the House's discussion at the bill's Third Reading.
- Set up and promoted a page offering a way for members to record messages for a video thank-you card to be played on IHLS Staff Day.
- Coordinated and supervised staff interviews for an IHLS feature in an upcoming documentary about life in Southern Illinois. This also required staging the interview locations, helping staff stay on message, and planning for later filming of our delivery process.
- Promoted Schools Liaison Leah Gregory's participation in a banned books roundtable at Southern Illinois University Edwardsville.
- Completed and posted a training video, lessons, and quizzes on Moodle to train IHLS Document Proofing Team members.
 - Created a list of guidelines for the IHLS Proofing Team.
 - Updated Proofing Team instructions.
- Created a full intranet invitation for IHLS Staff Day, scheduled for May 4, 2023; our buildings will be closed this day.
- Op Plan and Budget: Met with each department to determine marketing and communication support and budget needs for the new fiscal year. Drafted the marketing and communications operational plan and budget.

Promotional Member Communications:

- *Services:*
 - *IHLS: The Expert is In* expanded consulting program, IHLS Library Resources database

- *SHARE*: SHARE cloudLibrary, Aspen discovery layer, SHARE membership, \$3 Bibs (fee-based cataloging)
- *Advocacy/public relations*:
 - *IHLS & Member Libraries*: Ill. HB 2789 (see highlight above); WSIU PBS school libraries sponsorship spot; staff participation in local banned books roundtable; iLEAD article for ILA reporter
 - *CMC*: Articles: “The CMC Catalogs: Korean World Language Books for Centennial High School” and “The CMC Dives into Database Cleanup”
 - *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, five upcoming library HR webinars, IHLS at Reaching Forward South plus a pre-conference “Circulating at Dewey’s” party
 - *CMC*: Online with the CMC webinars, asynchronous cataloging courses
 - *SHARE*: Polaris and Leap circulation training, Cataloging Training Sessions
- *Discounts, demos, and resources*:
 - *IHLS*: Checkology, FirstSearch/WorldCat Discovery subscription paid by Illinois State Library, My Library Is..., Girls Who Code summer programs

General Communications:

- *IHLS*: Various memos, three newsletters, a multitude of grants, Annual Certification and ILLINET Traffic Survey, Operations contacts, Delivery Survey, Board Elections, CE Education Coordinator and Sorter positions, Staff Day video and building closing, library news (including recognizing member achievements), automated material handling system webpage
- *SHARE*: Meetings of various committees, SHARE and SHARE cloudLibrary annual agreements, new help desk, SHARE and Polaris tips, circulation stats, etc.

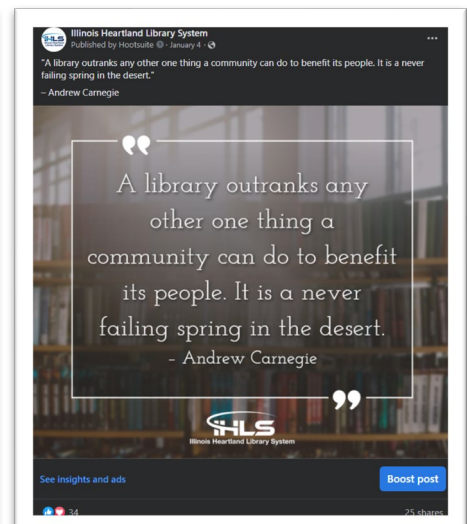
Formal Research:

- Delivery Survey; result highlights coming next month
- Automated Material Handling System (AMH) Working Group survey (incorporated into broader Delivery Survey)
- iLEAD (Institute for Leadership, Excellence and Development) Trustee Survey
- Email A/B testing

Social media insights:

Starting with FY2023 Q2, social media insights will be provided quarterly instead of monthly. However, monthly reports usually include screenshots of the top-performing posts on each platform.

- Facebook: 80 posts in Q3
 - Awareness: 25,231 total post reach, 315 average post reach, 26,528 total post impressions
 - Engagement: 1,086 post engagements, 14 average post engagements
 - Audience: 1,506 Followers (+27)
- Twitter: 57 tweets in Q3
 - Awareness: 3,362 tweet impressions
 - 148 profile visits
 - Change: + 7 followers
- LinkedIn: 89 posts in Q3
 - Awareness: 2,374 impressions, 931 unique impressions
 - Engagement: 119 engagements (reactions, shares, comments, and post clicks)
 - Change: +38 followers
- Most successful media content in March 2023:





Human Resources Report

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. March job openings included one courier driver position in Edwardsville, a continuing education coordinator liaison in Edwardsville, and a part-time sorter in Champaign.

A new hire orientation was conducted for the Edwardsville courier driver this month.

Live workshop or online training	Format	# of staff
Illinois New Mandatory Paid Leave Law Now Is the Time to Prepare	FordHarrison	2
Changing Cannabis Law and Its Impact on the Workplace	FordHarrison	1
The Caring Employer: An Action Plan for Helping Employees Thrive	SHRM	1
Forget Retaining Your People. Grow Them	OneDigital	1
There is no "I" in Teams	Uprise	25
The Biden Board: Current and Anticipated Changes in Labor Law by the NLRB	FordHarrison	1
How to Be a Diversity & Inclusion Ambassador: A Three-Part Framework	SHRM	1
The Changing Benefit Landscape: Open Enrollment Considerations	SHRM	1
Building a Compensation Plan for Better Retention	SHRM	1
Leadership Training: Leaders as Coaches	AHummel	21
10 Mistakes Leaders Should Avoid	LinkedIn	1
Create Healthy Self-Esteem: Know Your Worth	LinkedIn	1
Creating Lasting Habits	LinkedIn	1
Human Resources Foundations	LinkedIn	1

Live workshop or online training	Format	# of staff
Icebreakers for Teams, Meetings, and Groups	LinkedIn	1
Improve Communication Using Lean Thinking	LinkedIn	1
Leading When You're Not in Charge	LinkedIn	1
Learning Print Production	LinkedIn	1
Managing Misconduct in the Workplace	LinkedIn	5
Managing Stress	LinkedIn	1
People Success: Employee Assessments	LinkedIn	4
Quick Scripts for Difficult Conversations	LinkedIn	3
Rewarding Employee Performance	LinkedIn	1
Skills for Leading the Future of Work	LinkedIn	1
Skills for Your First 90 Days as a New Manager	LinkedIn	2
Sleep Is Your Superpower	LinkedIn	1
Spotting Misinformation Online	LinkedIn	1
Sustainable Employee Engagement	LinkedIn	1
The Future of Workplace Learning	LinkedIn	1
The Internet Trap: Five Costs of Living Online (getAbstract Summary)	LinkedIn	1
The Leader Habit (Blinkist Summary)	LinkedIn	1
Unapologetically Ambitious (Blinkist Summary)	LinkedIn	1
How to Remove Bias from Job Posts	3Ears Media	1
Annual Safety Training	IHLS Intranet	41
Live workshop or online training Information Technology Department	Format	# of Staff
Microsoft Purview: Introduction and Getting Started	Pluralsight	1
The IT Ops Sessions: Using the Linux Desktop for Your Business	Pluralsight	1
Vue 3 Router	Pluralsight	1
AZ-900 Microsoft Azure Fundamentals	Pluralsight	1
Fear and Loathing in Cyber Security: An Analysis of the Psychology of Fear	Pluralsight	1
The IT Ops Sessions: Kubernetes Secrets in GitOps Environments	Pluralsight	1

Certified Kubernetes Application Developer: Application Observability and Maintenance	Pluralsight	1
Kubernetes Security: Implementing Monitoring, Logging, and Runtime Security	Pluralsight	1
Go Fundamentals	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

- March 1, Blue Cross & Blue Shield Prescription savings post to help employees save money.
- March 6, TopWorkplaces 2023 Employees survey will be sent to all employees by Enerage on March 7. Employees have until April 14, 2023, to complete the survey.
- March 7, Post welcoming new staff members.
- March 10, Post informing staff of an IHLS Training –There is no "I" in Team – March 22 at 10:00 a.m. This training was selected to encourage teamwork culture and provide tips on how to work better in a team environment.
- March 21, HR Source upcoming Human Resources webinar links to L2 for registration. We encourage our employees to attend the training to promote our culture of learning.
- March 23, Announced upcoming EAP Webinars in Spring & Summer 2023 along with L2 links for employees to attend.
- March 27, Employee Handbook 2023 rollout to staff after approval by Illinois State Library.
- March 28, Staff Day invite and RSVP sent to all employees.

Teamflect Performance Appraisal System Training

- Made revisions to the Quarter 3 review and consolidated questions to make the review process more smooth and more efficient.
- Quarter 3 performance appraisals sent out reminders stating that on 03/31/23, self-evaluations are due.
- Reminded supervisors to schedule one-on-one meetings with team members to ensure they make time for employee reviews.

Staff Day Planning

- Conducted meetings with the staff day planning committee to complete the details and tasks needed for a successful Staff Day.
- Communication went out to members to ask for videos of appreciation for IHLS employees.

Employee Handbook Updates for 2023

- Rolled out the new revised Employee Handbook for 2023 to staff. Employees are required to sign the acknowledgments, and we printed out a few hard copies for each hub location in case employees wanted a hard copy of the handbook versus the electronic version.

Safety Training for Employees

- Rolled out Annual Safety Training on March 15, 2023.

Explore Opportunities to enhance human resources knowledge across member libraries.

Sexual Harassment Prevention Training

- We impacted 55 libraries and enrolled 203 members in our Sexual Harassment Prevention training at no cost to the member libraries.

HR Source Human Resources Training

Recruiting and Retention — a Library HR Webinar by HR Source

Date: April 17, 2023

Time: 10–11:30 a.m.

Summary of Session

Employers are experiencing a different labor market than ever before. American workers are looking for new jobs, expecting their employer to “counter-offer,” and are expecting to find a job that meets their needs and wants. Employers are no longer in the “driver’s seat” when it comes to recruiting and hiring. Back in the day, candidates were looking for the ideal job from which they could retire. The attitude shifted to “If I can stay for five to ten years, I’ll show stability and be able to gain some good experience.” With tech workers and millennials, it morphed to “If you don’t move up or out in three years, you’re stale.” According to one study, on average, Gen Z is staying at one job for just over two years. That’s an average! In this session, we’ll discuss what employers can do to improve their culture so that employees want to stay, and what we can do at the recruiting stage to hire employees who are more likely to stick around for a bit!

Speaker:

Candace Fisher, SPHR, SHRM-SCP, Certified Coach

Director of Organizational Development Candace Fisher is the Director of Organizational Development for HR Source. In this role, her responsibilities include assisting members with design and implementation of talent development initiatives as well as training and development programs for their Human Resource staff, leadership, management, and non-supervisory employees. She also advises members and assists with organizational issues such as management coaching and performance management. Candace obtained a Bachelor of Science in Business Administration and a Bachelor of Arts in Spanish from the University of Illinois, Urbana, as well as a Master of Business Administration from the University of Illinois, Chicago. She is a Senior Professional in Human Resources (SPHR), a Senior Certified Professional through the Society for Human Resource Management (SHRM-SCP), and a Certified Coach.

Your Employee Handbook...Are You Up To Date? — a Library HR Webinar by HR Source

Date: May 17, 2023

Time: 10–11:30 a.m.

Summary:

Your Employee Handbook: Are You Up to Date? Illinois law has changed significantly over the past few years making it absolutely necessary that you review and update your employee handbook. This briefing will review the most recent changes allowing you to make sure that your policies and procedures are up to speed. This session will include:

- A checklist of topics to include in your handbook
- Sample policies, including new “cutting edge” policies as well as “standard” policies for inclusion in your handbook
- What you should not include in your handbook
- An opportunity for questions and answers

Speaker:

Sonal Shah, JD

Sonal Shah, JD, is Assistant Director, Employment Law Services for HR Source, a professional organization providing human resource solutions for member organizations for over 100 years. As part of her practice, Sonal has represented employers against wrongful discharge and discrimination claims in front of the Equal Employment Opportunity Commission, the Illinois Department of Human Rights, and the Illinois Human Rights Commission. Sonal also has significant experience counseling employers on properly complying with the law and managing their workforce; preparing employment and severance agreements; drafting/revising disciplinary and termination notices; and crafting employment policies and handbooks. In addition, she provides employment law compliance training for managers, supervisors, and HR professionals. Sonal also contributes to the Association’s monthly newsletter and website.

Sonal came to HR Source from a large Chicago law firm where she represented public and private employers, from the smallest private companies to corporations exceeding 10,000 employees, on a broad range of labor and employment law matters arising under federal and state law. Sonal has a B.S. in Business Administration from The Ohio State University and a J.D. from Washington University in St. Louis.

New Hire Onboarding — a Library Human Resources Webinar by HR Source

Date: June 29, 2023

Time: 10–11:30 a.m.

Summary:

Employees decide in the first 30 to 90 days if they're planning to stay with their new employer for the longer term. Salary, benefits, and an organization's reputation may entice a candidate to come to work for your organization, but what are you doing during their first few months to assure them that they've made the right choice? Join us for this discussion of how to best introduce employees to your organization and how to effectively onboard so that they'll be looking forward to an ongoing employment relationship.

Speaker:

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EAP Webinars: *Webinars offered to IHLS Staff and Member Libraries. The link will be sent to registered participants before the session. A recording will be available one week after the live session if unable to attend in person.*

Teaching Children to Appreciate Diversity — a Library HR Webinar by Uprise Health

Date: April 10, 2023

Time: 10–11 a.m.

Session Description: It has often been said that children learn by doing. With this in mind, we will explore diversity and share practical ways that you can teach your children how to appreciate diversity. America is a place filled with different races, cultures, lifestyles, and more. Teaching our children how to respect and honor the differences that they see in others will ensure that they grow up to become well-rounded adults who respect and appreciate those differences.

The Struggle Is Real: Strategies for Time Management — a Library HR Webinar by Uprise Health

Date: May 8, 2023

Time: 10–11 a.m.

Session Description: Meet your deadlines, be on time for meetings, and stop procrastinating! Most of us can become overwhelmed when we have a lot to do—responsibilities at work, planning our kid's birthday party, and remembering all the details of daily life. This seminar will discuss realistic strategies for more effective time management. Some of the things we'll review are managing email clutter, the roots of procrastination, and keeping yourself motivated.

Mastering the Business of Work Etiquette — a Library HR Webinar by Uprise Health

Date: June 12, 2023

Time: 10–11 a.m.

Session Description: From basic manners to cultural differences and more, it's very difficult to succeed without a certain awareness of etiquette in the workplace, and what we don't know can hurt us. During this lively session, we will identify common pitfalls and show you how to avoid them. We will also review strategies to help you shine and leave a lasting impression.

Fostering an LGBTQIA-Inclusive Workplace — a Library HR Webinar by Uprise Health

Date: July 10, 2023

Time: 10–11 a.m.

Session Description: Even with recent successes in social justice and popular culture, some gay, lesbian, bisexual, transgender, and gender non-conforming employees still face bias, homophobia, and discrimination in the workplace. The resulting fear and stress affect not only work performance but overall morale in environments that are not accepting or inclusive to varying degrees. In this workshop, we will clarify sexual orientation and gender identity to better prepare all participants to collectively foster an inclusive working environment for all LGBT and gender non-conforming employees.

It's Not Selfish; It's Self-Care — a Library HR Webinar by Uprise Health

Date: Aug. 14, 2023

Time: 10–11 a.m.

Session Description: Self-care often gets pushed to the back burner. It might be that we feel selfish taking time for ourselves when we could be doing things for others. Or, we might

struggle to find the time and to make self-care a priority. But particularly in today's wireless world, where we are constantly responding to others, making time for self-care is a key component to managing stress and remaining resilient. During this interactive session, you'll learn strategies for building up your self-care reserve as well as how to say "no"—without any guilt.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The Accounting department staff and budget managers worked together to finalize the FY2024 draft budgets. The development of the future budgets is our most time-consuming project of the year, and we appreciate all the work that is put into it by all the staff involved. Budgeting for multiple funds truly takes teamwork to complete.

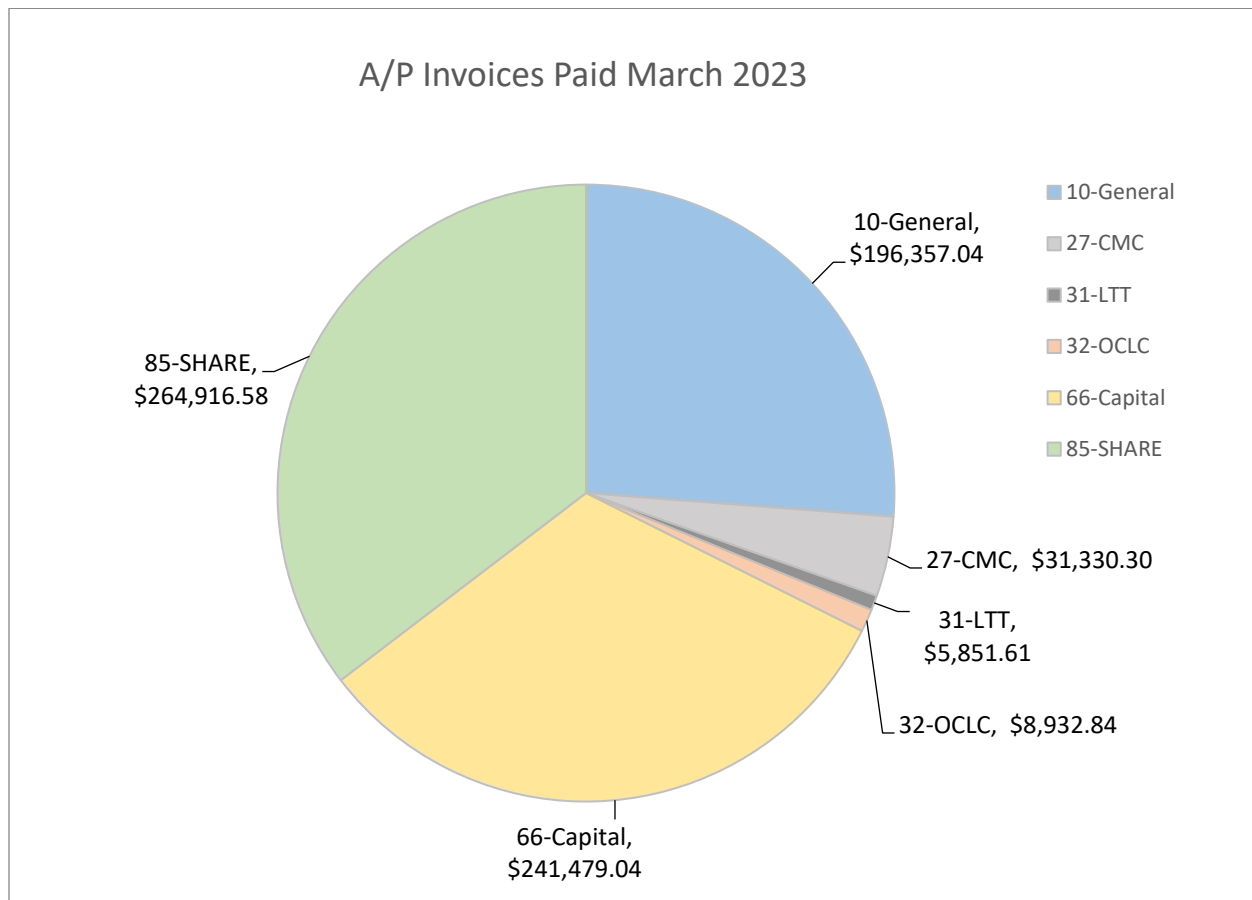
Every year we review investment options for a portion of our Capital Projects cash balance to invest. We presented Certificate of Deposit (CD) options to the board in March with a recommendation to open a CD at Busey Bank with a rate at the time of the board meeting of 5% for 11 months. When staff went to open the CD, it was discovered that there was a restriction on public funds being used to open a CD at the special rate. New options will be presented to the board at the special board meeting in April.

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 FY2024 budget meetings.
- Attended a Risk Assessment committee meeting.
- Attended a Buildings and Grounds committee meeting.
- Attended a Reaching Forward South conference planning meeting.
- Attended leadership, safety, LinkedIn, and "No I in Teams" training.
- Attended a review of the accounting department's Operational Plan.
- Attended an Illinois State Library Advisory Committee (ISLAC) meeting.
- Attended demonstrations of two human resources information systems.
- Attended an Automatic Material Handling (AMH) Working Group meeting.
- Attended a meeting with a representative from Enterprise to review our current leases.
- Attended High Five and staff meetings.
- Attended Supervisor and Leadership Team meetings.
- Attended weekly Finance Department meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared the FY2024 OCLC grant application and the financial portions of the CMC and LTT grant applications.
- Prepared and processed three payrolls in March.

- Prepared February 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 128 accounts receivable invoices (OCLC: 6 monthly member fees and 107 transactional fees; SHARE: 3 monthly member fees, 1 transitional member fee, 1 Cloud subscription, 1 module, and 8 cloudLibrary eBook purchases; General: 1 ILDS).
- Received and posted 88 accounts receivable cash receipts checks totaling \$324,170.63 (OCLC: 65, SHARE: 21, and General: 2).
- Received and entered 79 accounts payable invoices.
- Disbursed 72 accounts payable checks totaling \$748,867.41.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

As we near the end of the fiscal year, we are reviewing the projects included in the FY2023 budget to ensure we have done the things that were proposed. Often the best-laid plans take a backseat to urgent matters that come up, and we lose track of projects that were planned. However, this year is going great, and we checked off a lot of boxes. The new website involved a falling out with the original vendor and took much more time than was originally expected. The roll-out was a huge relief to all the staff who worked diligently on the project. We are already making a list of further improvements to the website that will be accomplished with the next version.

We are also looking at big projects for the next fiscal year. The launch of Aspen for our SHARE members, the Polaris 7.4 upgrade, and a considerable hardware overhaul for the colocation environment are just a few of next year's activities. We continue to do great things here at IHLS, and our small IT team is trying to keep up with all the great ideas coming up.

IT GOALS:

Provide the IT support necessary for IHLS and SHARE to function efficiently.

- Planning new hardware for upgrades to the colocation facility for FY24.
- Launched new helpdesk software for SHARE



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

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

During March, 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.

The CMC's University of Denver intern, Sarah Micu, helped co-present the March Online with the CMC, A Global Journey: Cataloging World Languages to 59 live attendees and finished her 75-hour internship. We wish Sarah all the best!

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 627 items for SHARE member libraries.
- Imported 296 \$3 bibs for SHARE member libraries.
- Merged 10 bibliographic records, cleaned/corrected 56,717 bibliographic records, and cleaned/corrected 30 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 549 emails and contacts.
- Reviewed and imported 23 files containing 71 bib records for catalogers-in-training at 10 libraries.
- Presented the Cataloger's Training Session in March with 51 live attendees.
- Hosted SHARE Your Cataloging Questions with 13 live attendees.
- Taught a new course entitled "Accelerated Barcoding" at Chatham Area Public Library with two attendees.
- Taught Barcoding I and Barcoding II via Zoom with 11 and 13 attendees, respectively.
- Taught a Reports class in conjunction with Administrative Services via Zoom with 14 attendees.
- Launched Barcoder Refresher Training at the beginning of March. All library staff with barcoding permissions will be required to take refresher training every two years to ensure that everyone stays updated with best practices and changes in policies and procedures. For this first round of training, barcoding staff will have till Dec. 31, 2023, to complete the training.

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 113 items (including 93 originally cataloged and 20 records enhanced) and created 10 name authority and nine title records.
- The PrairieCat database cleanup project continues, where 526 bibliographic records were created, enhanced, or merged.
- The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues, with a total of 277 dedupes (merges), 10 deletes, and 211 edits.
- Handled 11 contacts.
- Reviewed three items: one book, one serial, and one visual material.
- 143 bibliographic records were merged (two books for SHARE, one book, one video for PrairieCat cleanup, 128 books, and 11 e-books for the OCLC Member Merge project).
- World language bibliographic records for March were in Chinese, French, German, Italian, Russian, Tamil, and Turkish.
- Presented the March Online with the CMC: A Global Journey: Cataloging World Languages with 59 live attendees.
- Uploaded three photos for the Digital Archives Project (Marshall PL), transcribed three documents (Chatham Public Library), received 14 items and created a collection in IDA (Chicago Psychoanalytic Institute), and uploaded one compound object and researched 240 names in Ancestry.com (New Lenox Public Library).
- The Cataloging Basics course on Moodle started on March 27 with 50 students.

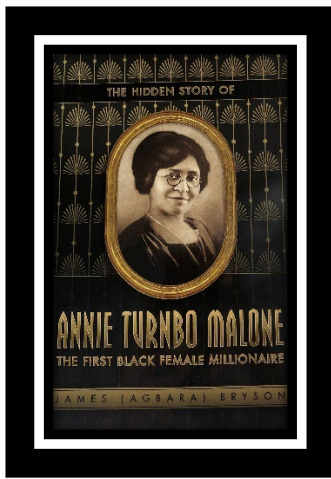
Some of the items cataloged in March by the CMC staff:



Martin Drugs photo, Marshall Public Library, Digital Archives Project



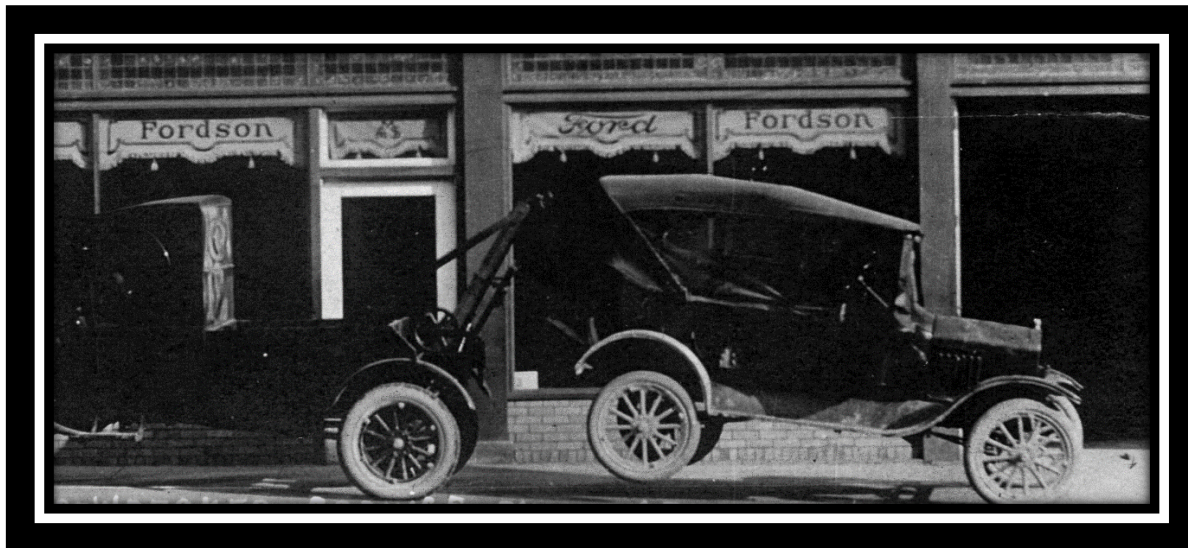
Darkroom Devil Kit, special collection, Marshall Public Library



Annie Turnbo Malone, local history, Peoria Public Library



Biography in Tamil, world language special collection, Bloomington Public Library



Marshall auto wrecker service photo, Marshall Public Library, Digital Archives Project



Magic Kids Kit, special collection, Marshall Public Library



Ronald Reagan die-cast car, special collection, Dixon Public Library



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Jonathan Becker, Facilities & Delivery Director

March saw the continued provision of training and support for the Operations Team in the development of their leadership skills. LinkedIn Learning trainings for them included:

- Taking Discipline in the Workplace
- Managing Employee Discipline
- Skills For Your First 90 Days as a New Manager
- Coaching Employees

FACILITIES:

Provide a Safe Working Environment.

- Continue to maintain the infrastructure of facilities:
 - Edwardsville Roof Project: CCR Roofing, the contractor for the Edwardsville roof replacement, has given IHLS an estimated April 17 start date, which will be dependent on the weather.
 - Tuckpointing Project: In March, John Becker spoke with Dennis Hummert, Business Agent of Local 8 Masonry Builder's Union, regarding the development of a scope of work to be included in an RFP for tuckpointing the Edwardsville building. Mr. Hummert mentioned he had worked with Tremco, a roofing supplier who develops bids for these types of projects on other projects, and they were a service many other businesses used to develop a scope of work, the RFP, and bid documents. Hummert indicated that he might be able to find a contractor to give us a bid that could be used for a scope of work with the understanding that IHLS would use that information for a public bid.
 - Mr. Hummert also recommended that John Becker speak with Rick Warnacke from Warnacke Tuckpointing. An appointment was made with Warnacke for March 22, 2023, to look at the facility and discuss providing a scope of work for a fee.

After touring the building, Mr. Warnacke made the following points:

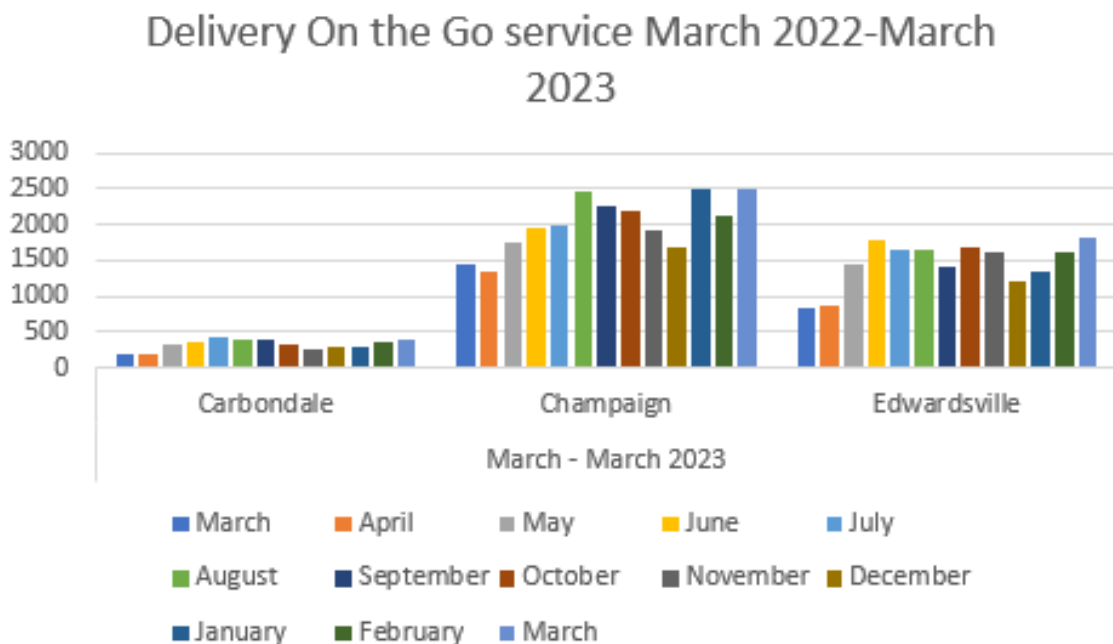
- The building has some areas where water is starting to push out over the window lintels. If contractors are asked to put in bids based on what they thought was important, there is a possibility that tuckpointing repair that addresses internal structural damage could be missed, and bids would vary on costs.
- The exterior of the building is dirty and has evidence of mold and discoloration due to pollution; it should be power washed and resealed. A separate bid for this after the main work is completed should be considered.

- Mr. Warnacke could not give us a bid because he has contracts for work through the end of 2024 and was not comfortable giving us the bid to be used for a scope of work. He also stated that to do so, IHLS would need to use an architect to develop site plans that included elevations. Warnacke recommended using Tremco because they specialize in this process.

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.

- Delivery On the Go service: It has been one year since IHLS launched the DOGs campaign with the orange bags. Delivery numbers have continued to stay above where they originally were in March 2022. This service continues to prove to be a huge benefit to member libraries and the Operations department will continue to look into ways to enhance the service. See the graph below for a full view of statistics for this service.



- Vehicle Fleet Updates: In March, we completed purchasing six vehicles per the emergency purchasing procedures. They were as follows:

FY2023 Vehicle Budget: \$323,885

- Weber Ford Granite City
 2023 New Box Truck: \$58,251
 2021 Used Transit: \$46,364

- Sam Leman Ford in Urbana
2023 New Transit Van: \$52,554
- Sunset Ford in Waterloo
2021 Used Transit Van: \$46,874
- Landmark Ford Springfield
2021 Used Transit Van: \$48,802
- Jack Schmidt Collinsville
2020 Used Transit Van: \$47,118

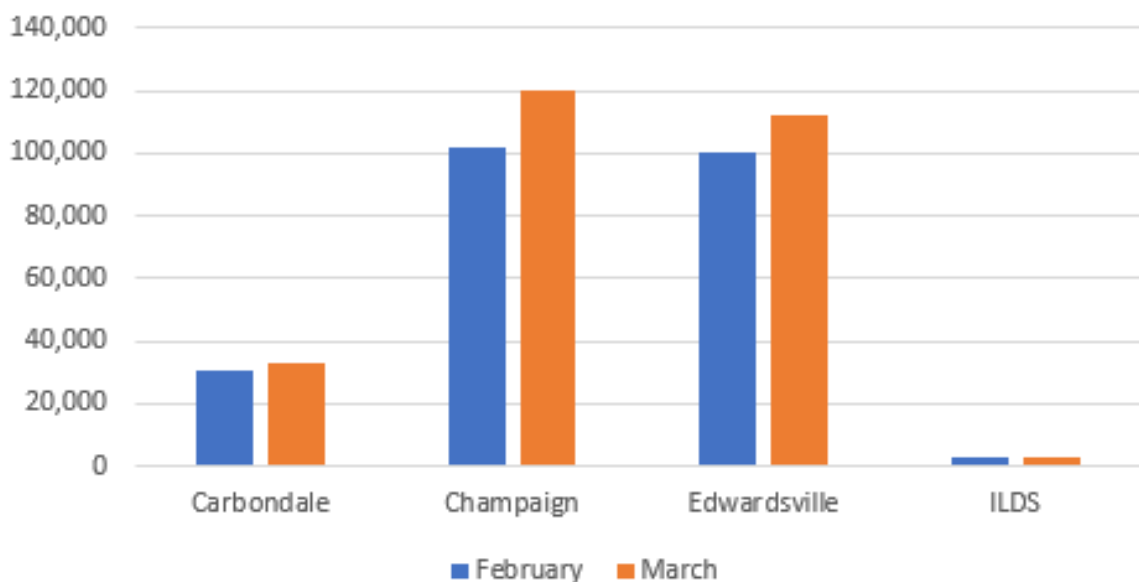
Total Expenditure: \$299,972

Remaining funds: \$23,913

On average, we spent \$48,275 per vehicle, which is \$14,500 more per vehicle than what we had originally budgeted for. Only one of the vans was 2023; one was 2020, all others were 2021, and all had mileage under 26,000 miles. There are limited options for purchasing 2023 or 2022 vehicles. We were fortunate to find the 2023 vehicle on a dealer's lot in Bloomington, IL, and quickly purchased it.

- Staff Training: In March, the Risk Assessment Committee held a meeting with the finance department and hub managers to review the results of the February meeting with Tom Kavanaugh, our insurance broker, to review accidents and discuss worker's compensation and liability insurance. The Risk Assessment Committee has scheduled a third-party risk assessment review with Arthur Gallagher to help identify any areas of exposure in our physical space and our driving/sorting operations.
- Delivery Outcomes: The graph below shows that delivery numbers were up from the previous month.

March 2023 Delivery Statistics Comparison





SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Spring is in the air! This is generally a time of both planning and reflection, as we look back on the previous fiscal year and start to plan for the next. This month was busy as we worked on budgets, the operational plan, and prepared for upcoming projects.

SHARE GOAL:

Provide an innovative resource discovery, sharing, and automation group.

- SHARE supervisors participated in the last leadership training on coaching, to better lead our team.
- Attended the monthly supervisors meeting to share between departments and learn about changes like the new L2 events procedure that affect our team.
- Attended weekly leadership team meetings to discuss future initiatives and current challenges affecting the organization, including the Secretary of State initiative, Illinois House Bill 2789, reviewing how that might affect both IHLS/SHARE and our member libraries.
- Participated in the International Coalition of Library Consortia (ICOLC) Conference Committee, which will be held in St. Louis in April, in order to build relationships with other library consortia managers.
- Met with IHLS Project Coordinator Leanne Furby to review the timeline of existing projects and develop a plan for new projects.
- Discussed statewide initiatives with a SHARE member library director and how SHARE/IHLS fits into the larger landscape.
- Participated in the Reaching Forward South conference committee, finalizing plans for sessions that will support our members.
- Attended the Association of Illinois School Library Educators (AISLE) Partnership meeting to learn more about the school library data project, advocacy, and how SHARE can support our school libraries.
- Met with the representative for The New York Times to review our group purchase for SHARE.
- Discussed upcoming renewals for Swank Movie Licensing and McNaughton Book Leasing for SHARE.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- SHARE welcomed Zeigler Public Library as our newest full library member!
- SHARE E-Resources Committee met to review cloudLibrary updates, budget and fee scale, and the upcoming Aspen implementation.

- SHARE Finance & Policy Committee met to review the Aspen response, financial status and forecasts, and a policy proposal for Polaris logins.
- Provided a SHARE update at the Third Thursday networking event to keep members informed about upcoming projects, like Aspen.
- Cassandra Thompson, Ellen Popit, and Dr. Pam Thomas met with Asian Educational Media Service (AEMS) to discuss their future plans.
- Provided a SHARE and IHLS update at the Metro East Public Libraries Networking Group (MEPL) meeting.
- Sent a newsletter to members providing updates about upcoming events and current issues affecting SHARE, including circulation tips and additions to the \$3 Bib program.
- SHARE Circulation Specialist Zach Henderson taught 5 circulation trainings to 6 participants, including a go live training. He also partnered with SHARE Cataloger Sue Pearson to teach the Polaris reports functionality to 14 participants.
- Provided members with readers' advisory support, promoting the top requested SHARE titles from 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 29,013 owned titles and 1,741 audiobook pay-per-use titles in March. We now have 53,885 owned items in our shared collection, and 164,038 additional audiobook titles available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our digital collection.





Membership & Grants Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

For library systems, March means the end of the annual certification process. It is important to the membership team that all of our members successfully complete this annual requirement to report their compliance with the membership standards set forth in the Illinois Administrative Code.

The early weeks of this process involve e-mails and newsletter articles, but as the halfway point approaches, the contacts turn to telephone calls. In those conversations, we often are made aware of pieces of information specific to a library of which we were not aware.

No matter what the reason, whether it is certification or a reminder that a grant is due — the opportunity to speak one-on-one with a member library is always valuable.

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.

- The certification process for 2023 was completed in a timely fashion.
- March 1—Leah Gregory did a site visit at Jerseyville High School.
- March 6—The Policy and Membership Committee met on March 6.
- March 13—Leah Gregory did a site visit to the Edwardsville School District.
- Throughout the month, Anna Yackle has been answering questions regarding the required Decennial committees.

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.

- Ellen Popit participated in the Public Policy Committee (PPC) on March 6.
- System staff attended the AISLE Partnership monthly meeting on March 7.
- March 7—Leah Gregory recorded “In Focus” with WSIU, which aired on March 30 [InFocus | Illinois’ teacher shortage, and new media literacy standards | Season 3 | WSIU](#).
- March 9—Leah Gregory presented at the Learning Technology Center of Illinois for their Librarian Networking Zoom-Up.
- March 16-17—Leah Gregory and Ellen Popit attended the Illinois Youth Services Institute in Bloomington, Ill.
- March 28—Leah Gregory was part of a Banned Books panel developed by Southern Illinois University/Edwardsville.



Membership Report

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- Two Directors Chats were held on March 9 and March 23.
- A Members Matter was held on March 16 on the topic of *Gathering Data and How to Use it*.
- The work on iLEAD, the trustee training portal, continues to move forward thanks to the work of Anna Yackle and Leanne Furby.