

# DIRECTOR & STAFF ACTIVITIES REPORT

JUNE 2023



**Illinois Heartland Library System**

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



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IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

Report Month: June FY2023

Marketing & Communications highlights submitted by Dr. Carol Hogan-Downey, Communications & Advocacy Administrator; Shandi Greve Penrod, Marketing Administrator

Board Support highlights submitted by Stacie Bushong, Executive Assistant

### DEPARTMENT ACTIVITY & ACCOMPLISHMENT HIGHLIGHTS

Strat. Plan Goal	Op. Plan Goal	Activity	Purpose & Progress/Results
Stwd / Sustn	Com1	Designed & distributed templates for a streamlined annual-report narrative drafting process.	Templates will help departments craft structurally parallel narrative drafts that are more readable and accessible. This will save time in preparing the final report and a simplified version for wider audiences.
Stwd / Sustn; ResShar	Com1; Com5	Continued survey-based research: presented Delivery Survey results and created a first draft of the 2023 Member Survey.	Presentation was at the June board meeting. The Marketing Administrator is working on a written Delivery Survey report. Member Survey revisions are ongoing.
Mem Engmt / Netwk; Consult / CE	Com1; Com2; Com5	Posted new organizational L2 event creation procedures & published an event-publishers training module on Moodle for designated staff.	New procedures will ensure that all IHLS L2 events consistently contain all needed information using house style and appropriate branding. This will also eliminate duplicate IHLS events on L2. The course is in the final stages of production.
Advocacy	Com4	The Communications & Advocacy Administrator attended the ALA annual conference.	Learned about techniques/resources to share with or adapt for members. Learned about issues affecting members. Brainstormed advocacy project ideas to benefit members.
Advocacy	Com4	Worked on designs for and enhancements to the "IHLS Store."	Work is ongoing. The new designs are messages advocating for libraries, and the enhancements should increase funds raised for a marketing microgrant for members.
Stwd / Sustn	BdSp2	Submitted for the destruction of records.	Received approval.
Lead / Innov	BdSp1	Began new board member onboarding.	The onboarding process is ongoing.

**OP PLAN GOALS KEY:** **Com1:** Communicate effectively & efficiently with IHLS stakeholders; **Com2:** Provide information and assistance to member libraries of all types through consulting and CE; **Com3:** Advocate for IHLS; **Com4:** Advocate for member libraries; **Com5:** Facilitate effective internal communication to enable better member service; **BdSp1:** Provide support for IHLS board members. Retain and purge materials on an approved schedule; **BdSp2:** Retain and purge materials on an approved schedule; **BdSp3:** Initiate a process to review the strategic plan.

## FY 2023 Q3 Social Media Metrics

Platform	Posts in Q3	Total Impressions*	Average Impressions	Total Engagements**	Average Engagements	Change in Follows
LinkedIn	49	1,761	35.9	88	1.8	+19
Facebook	55	16,723	304	1,292	23.5	+21
Twitter	59	3,328	56.4	148	2.5	+2

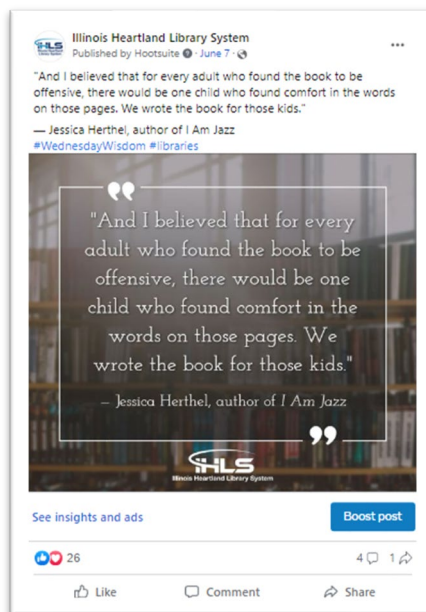
\*Impressions represent the number of times a post was seen.

\*\*Engagements represent audience interaction with a post, which (here) includes reactions, shares/reposts, comments, and other clicks.

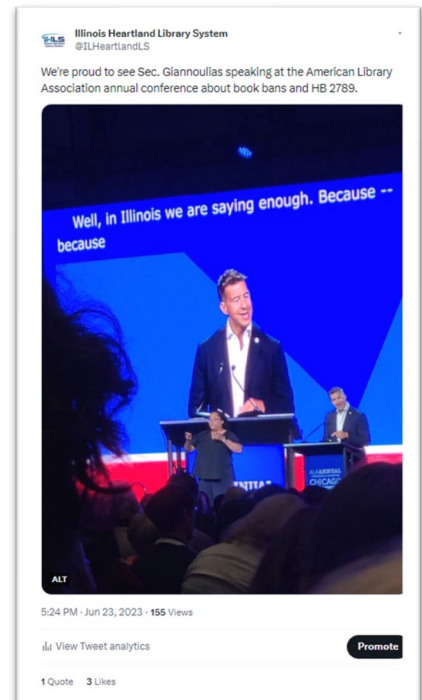
## June FY2023 Top Social Media Posts



Top LinkedIn post



Top Facebook post



Top Tweet

**NOTE:** This activity report is a pilot of a new template for IHLS activity reports. The Marketing & Communications Team is seeking feedback from board members. Please send your comments to Executive Assistant Stacie Bushong at [sbushong@illinoisheartland.org](mailto:sbushong@illinoisheartland.org).



# Human Resources Report

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## 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. June job openings included Delivery and Facilities Director and a Cataloger in Champaign.
- New hire orientations conducted for two drivers in Edwardsville this month.
- 52 online training sessions were attended by 1-30 staff members. Formats: IHLS Intranet, LinkedIn, Uprise, ILA, SHRM, HR Source, and Pluralsight.
- The Human Resources Director attended the SHRM Convention and ALA Conference for professional development.

### **COVID-19 Compliance, Policy, and Administration**

- As the pandemic emergency declaration ended on May 11, we are no longer monitoring COVID-19. This will be treated like other contagious viruses, and we ask each employee to stay home if they are sick, and for absences three days or longer, we require a doctor's note.

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

- June 6, Celebration for winning Top Workplaces at all hub locations
- June 12, Welcome to our new employees

### **Teamflect Performance Appraisal System Training**

- Reminders to Leadership to have their teams complete Quarter 4 self appraisals on June 30.

### **Top Workplace Celebrations**

- Coordinated celebrations at all hub locations and ensured that amounts did not go over budget.

### **Job Description Review**

- Four Job descriptions were reviewed by HR Source for Pay scale analysis.



**Explore Opportunities to enhance human resources knowledge across member libraries.**

### **Sexual Harassment Prevention Training**

- We impacted 61 libraries and enrolled 230 members in our Sexual Harassment Prevention training at no cost to the member libraries.

### **Human Resources Consulting**

- Members can now book an appointment with the Human Resources Director to discuss any human resources-related issue.

### **Updates to our members on the Paid Leave for All Workers Act effective Jan. 1, 2024**

- On Aug. 17, our attorney will conduct a live webinar for the Members' Matters session to review any updates and answer questions from our members.

### **HR Consulting**

- Members can now schedule a consult with Human Resources to talk through any human resources-related issue for professional guidance.

### **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.

Attendees: 10, views after the live session: 3

#### **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.

Attendees: 35, views after the live session: 14



#### **New Hire Onboarding — A Library Human Resources Webinar by HR Source**

Date: June 29, 2023

Time: 10–11:30 a.m.

Attendees: 14, views after the live session: 5

### **EAP Webinars provided by Uprise Health**

#### **Teaching Children to Appreciate Diversity — A Library HR Webinar by Uprise Health**

Date: April 10, 2023

Time: 10–11 a.m.

Attendees: 12, views after the live session: 0

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

Date: May 8, 2023

Time: 10–11 a.m.

Attendees: 16, views after the live session: 0

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

Date: June 12, 2023

Time: 10–11 a.m.

Attendees: 16, views after the live session: 0



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

Date: July 10, 2023

Time: 10–11 a.m.

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

Date: Aug. 14, 2023

Time: 10–11 a.m.



# Accounting Report

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## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

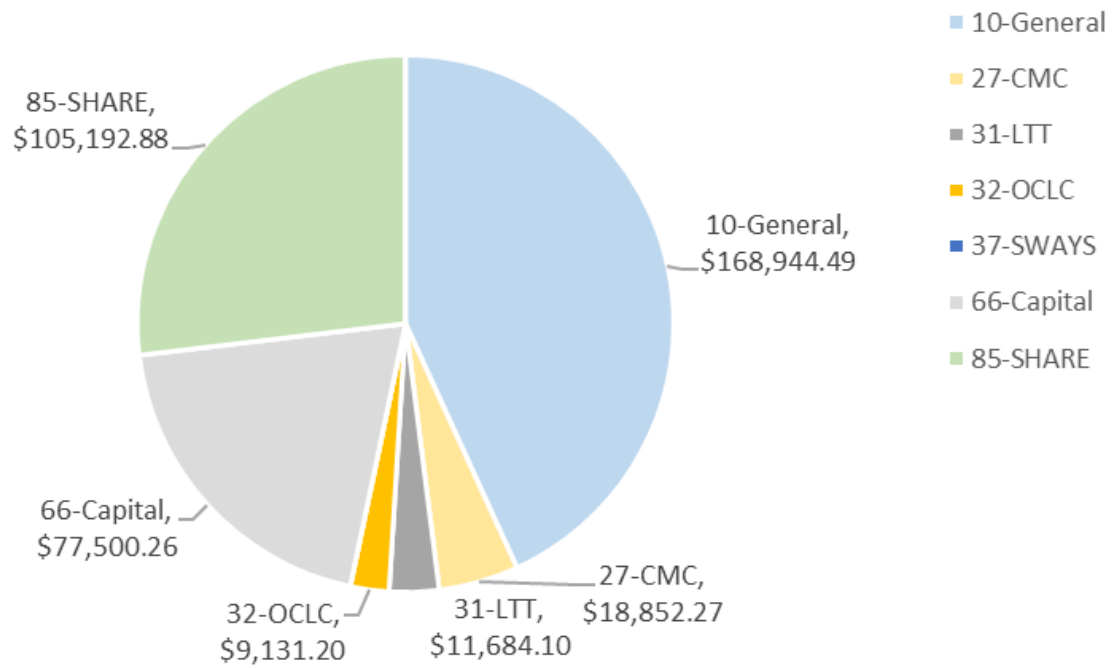
The accounting department spent the month of June preparing for the fiscal year-end close. The staff reviewed general ledger accounts and planned for the remaining closing year entries. We are pleased with all our accomplishments in FY2023 and look forward to our FY2024 planned activities.

### 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 five webinars.
- Attended a staff meeting.
- Attended Leadership Team meetings.
- Attended IHLS Top Workplaces celebration.
- Attended a Mobile Memory Lab grant meeting.
- Attended weekly Finance Department meetings.
- Attended FY2023 Annual Report Kickoff meeting.
- Attended Marketing Advisory Committee meeting.
- Attended an FY2024 IHLS Member Day kickoff meeting.
- Attended a grant application review meeting with the grant consultant.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Reviewed SHARE fees.
- Reviewed FY2023 end-of-year revenues and expenditures.
- Prepared and processed two payrolls in June.
- Prepared May 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 284 accounts receivable invoices (OCLC: 6 monthly member fees and 114 transactional fees; SHARE: 3 monthly member fees, 1 transitional member fee, 85 cataloging and barcoding fees, and 17 cloudLibrary eBook purchases; General: 1 ILDS, 39 webinar fees, and 18 DreamHost fees).
- Received and posted 76 accounts receivable cash receipts checks totaling \$148,392.19 (OCLC: 50, SHARE: 22, and General: 4).
- Received and entered 106 accounts payable invoices.
- Disbursed 90 accounts payable checks totaling \$391,305.20.

## A/P Invoices Paid June 2023







# Information Technology Report

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## **INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES**

*Submitted by Troy Brown, IT Director*

We welcome the fiscal year in IT because that means we get to work on the new projects that we have budgeted for. This year we'll be focused on the SHARE server environment, upgrading power backup systems, and updating our software systems for our drivers. These critical projects are just the start of many new projects going on.

Broadband talks continue in the state. Staff from IHLS, the Reaching Across Illinois Library System (RAILS), and the Consortium of Academic and Research Libraries in Illinois (CARLI) are meeting regularly to discuss options and expansion. We are excited about all the new ideas coming from this collaboration. Libraries will serve a critical role in educating our communities and being an example of technology hubs throughout Illinois.

Finally, two IT staff had the opportunity to have lunch with several libraries and the staff of Lazerware during the customer appreciation event held in Mt. Vernon. It was so good to see so many libraries represented and to catch up with them.

### **IT GOALS:**

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

- Planning new hardware for upgrades to the colocation facility for FY2024.



# Bibliographic Access

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## **BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES**

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

During June, the 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 are finalizing upcoming cataloging courses and webinars for the next few months. Exciting continuing education opportunities are in the works, including more in-person courses, so keep an eye out for updates and announcements in newsletters and on L2.

Several CMC staff attended the annual American Library Association (ALA) Conference in Chicago at the end of June.

Cataloging staff also had to say a sad farewell to Don Pippin, who retired at the end of June. We wish Don all the best in this new chapter of his life!

### **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 353 items for SHARE member libraries.
- Imported 506 \$3 bibs for SHARE member libraries.
- Merged 16 bibliographic records, cleaned/corrected 137 bibliographic records, and cleaned/corrected 38 item records.
- Began sending out cleanup lists to member libraries in preparation for Aspen implementation.

### **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 317 emails and contacts.
- Reviewed and imported 20 files containing 98 bib records for catalogers-in-training at eight libraries.
- Presented the Cataloger's Training Session in March with 41 live attendees.
- Hosted SHARE Your Cataloging Questions with ten live attendees.
- Barcoding Refresher Training is still ongoing. As of June 30, 2023, 214 barcoders have completed the training.
- Provided one-on-one barcoding training at Martinsville Public Library. Also provided online Barcoding Training via Zoom.

### CATALOGING MAINTENANCE CENTER (CMC) GOALS:

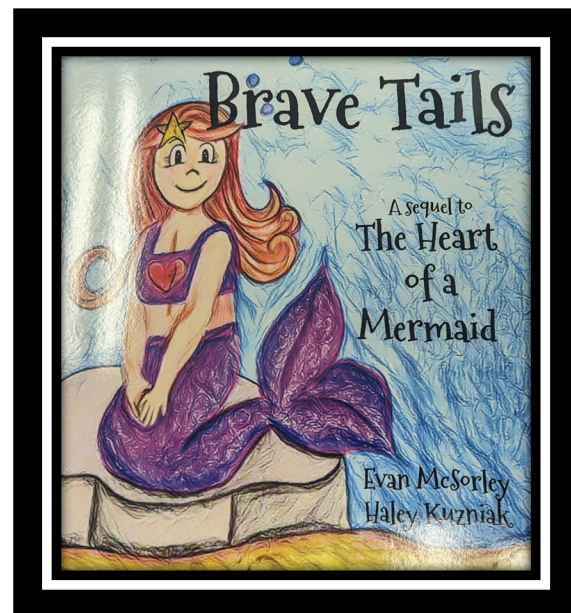
Provide cataloging and bibliographic services for libraries in the Reaching Across Illinois Library System (RAILS) and IHLS service areas to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

- Cataloged 173 items (including 144 originally cataloged and 29 records enhanced) and created 16 name authority records and one title.
- The PrairieCat database cleanup project continues, where 505 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 564 dedupes (merges), 13 deletes, and 398 edits.
- Handled 15 contacts.
- Reviewed two serials.
- 147 bibliographic records were merged (one serial and one video for PrairieCat cleanup, 20 records for SHARE, 71 books, and 54 e-books for the OCLC Member Merge project).
- World language bibliographic records for June were in Arabic, Chinese, French, German, Italian, Japanese, Polish, and Spanish.
- Transcribed six documents and added 10 compound objects to CONTENTdm (Chicago Psychoanalytic Institute) and researched 136 names on Ancestry.com (Chatham Public Library).

A few of the items cataloged in June by the CMC staff:



Advocate with AJ, Illinois Early Intervention Clearinghouse, special collection



Brave Tails, Illinois Early Intervention Clearinghouse, local author



# Delivery Report

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## **DELIVERY REPORT & STAFF ACTIVITIES**

*Submitted by Aaron Dell, Linda Kates, Lia McInerney, Casey Parr*

Summertime kicked off on a cool note for Operations staff, despite the high temperatures outside. Delivery volume saw a typical decrease for this time of the year, as most schools are out of session for the summer.

The Edwardsville hub saw two new full-time drivers join the staff. This came as a big relief to all of Edwardsville Operations staff, as everyone had been working hard for several months to keep routes covered while being short-staffed. The Edwardsville building also had a lot of facilities work during the month of June. The week of June 12, Bickle Electric Contracting Co. replaced the main ceiling lights and can lights on both floors of the building with new, more energy-efficient LED lights. Additionally, a broken spring was repaired on the north garage door, and Fabick conducted their bi-annual maintenance on the generator.

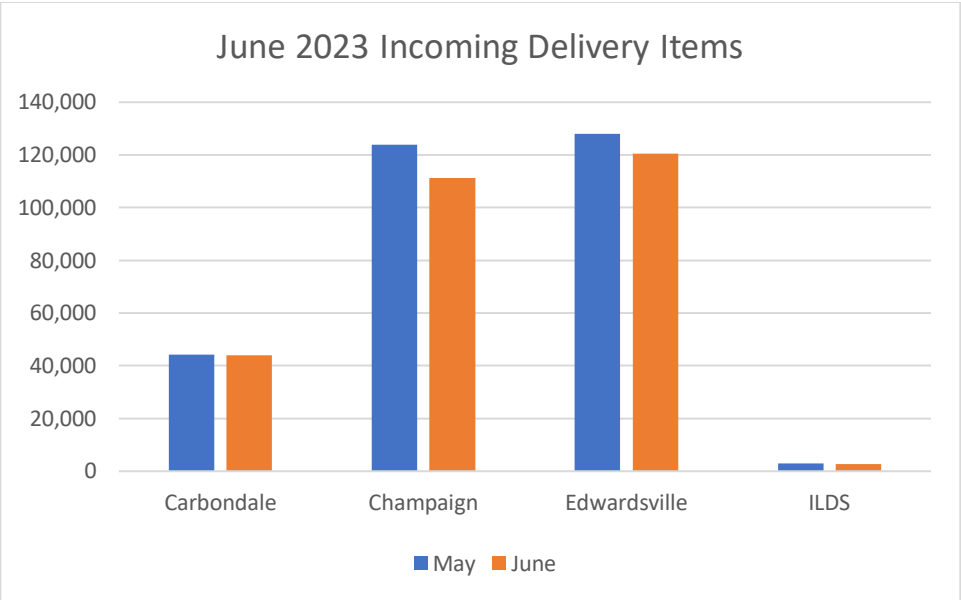
In Champaign, the new janitorial company as of July 1, ESS Clean Inc., visited the building to assess contract needs and to deliver supplies. Illini Janitorial's contract expires June 30. Champaign also had one sorter say goodbye on June 30, as they had accepted a new and exciting full-time position working in Japan. Finally, Champaign Operations staff had already been down one sorter for most of June due to an injury outside of work.

Carbondale had a productive month, with Operations running business as usual.

### **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.

- Continue to increase Delivery On the Go service deliveries.
- Continue to provide accurate delivery to member libraries.





# SHARE Report

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## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

The SHARE team has been working diligently to prepare for large upcoming projects like the affiliate expansion, the Aspen implementation, and fee increases for FY2025.

We were also happy for our colleague, SHARE Cataloger Don Pippin, as he retired from IHLS, effective June 30. We wish him all the best!

### SHARE GOAL:

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

- SHARE Circulation & Resource Sharing Committee met to discuss interlibrary loan violations and database permissions.
- Offered a demo of the McNaughton Book Leasing for SHARE program to generate interest in this unique opportunity.
- Promoted the group purchase opportunity for Swank movie licensing. There are now 22 libraries participating.
- Advertised a SHARE discount for Patron Point, using an example of their notifications platform that is well-utilized by O'Fallon Public Library.

### SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Sent a newsletter to members providing updates about upcoming events and current issues affecting SHARE, including the Scott AFB transition to BiblioNation and our cleanup projects.
- Promoted an opening on the SHARE Executive Council for a Small Library Representative.
- Met with a new director to help provide SHARE resources and emphasize our commitment to supporting our members.
- SHARE Circulation Specialist taught six trainings to 10 participants.
- Offered a staff spotlight on our SHARE Administrative Services Manager, to personalize the people on our team so members know who to contact when they need support.
- 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 28,479 owned titles and 1,860 audiobook pay-per-use titles in June. We now have 54,472 owned items in our shared collection, and 117,722 additional audiobook titles available for pay-per-use.
- SHARE Director and SHARE Resource Sharing Specialist reviewed cloudLibrary fee scales in preparation for upcoming SHARE Finance & Policy Committee fee scale discussions.



# Membership & Grants Report

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## **MEMBERSHIP REPORT & STAFF ACTIVITIES**

*Submitted by Ellen Popit, Associate Director*

June, on the national library scene, means the convening of the American Library Association Annual Conference. Two members of the membership staff were able to participate in the conference held June 23-27 in Chicago. IHLS attendees were able to spend time with system members. There were opportunities to chat with other colleagues from Illinois with whom we work throughout the year. Some of the most interesting networking comes with the opportunity to speak with people from other states and other types of libraries to learn about their work.

The learning opportunities for attendees were abundant. Whether it was learning more about current concerns such as intellectual freedom or being very pragmatic and accessing information in preparation for the 2024 solar eclipse, the conference truly provided a solid learning block.

The conference was an unmatched combination of networking and continuing education, and we truly appreciate the opportunity to be part of it.

### **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 "Membership Considerations" document was presented at the June 20 meeting of the Illinois Heartland Library System Board of Directors that included the acceptance of a request to withdraw from one special library, the suspension of two school districts, and the acceptance of a membership application from a school district.
- A site visit was made to the Smithton school district in response to an inquiry regarding membership.
- Site visits were made to the libraries in Carmi, Shawneetown, and Zeigler.

### **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.

- Staff participated in the monthly Association of Illinois School Library Educators (AISLE) partnership working group and the Illinois Library Association's (ILA) Public Policy Committee.
- Staff, in conjunction with RAILS colleagues, are working with the Illinois State Board of Education.

**CONTINUING EDUCATION GOAL:**

Increased continuing education opportunities as allowed by Illinois State Library (ISL) directive.

- Ongoing work is being done in preparation for Directors U, Illinois School Library Workers Symposium (Sept. 20) and our 2024 Member Day (Feb. 6).
- The work on iLEAD, the Illinois Trustee Training Grant, is in continued development.
- Through HR Source, a workshop on *New Hire Onboarding* was offered to system staff and our membership.
- A workshop on *Mastering the Business of Work Etiquette* was offered through Uprise Health.