

DIRECTOR & STAFF ACTIVITIES REPORT

JULY 2023



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

Report Month: July 2023

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
Lead / Innov, Advocacy, Stwd / Sustn	Com3, Com4, Com5, HR Empl Engag,	Worked on moving the primary IHLS store to Spreadshirt. New designs created/finished, uploaded, and formatted; we soft-launched the store to staff.	Changes in RedBubble's practices and lack of inclusive sizes led to the move. Goals of employee engagement, brand recognition, and intellectual freedom advocacy can now be more effectively accomplished. Proceeds will be used to build marketing microgrants for members.
Advocacy, Stwd / Sustn	Com3, Com4	Presented advocacy ideas at Members Matter and requested feedback.	Vetted ideas for feasibility and effectiveness, avoiding work that doesn't effectively meet our department and organizational goals.
Stwd / Sustn,	Com1	Completed staff templates for the Annual Report. Reviewed and refined plans for a more consumable version.	Increased efficiency, reducing staff time for developing a State-approved annual report. The additional, shorter, more easily consumable version for stakeholders (members, board, staff, elected officials, taxpayers) will more effectively communicate our purpose, our work, and the State's return on investment.
Mem Engmt / Netwk, Consult / CE	Com1, Com2, Com3	Began preparing for engaging and communicating with members at conferences. Updated member communication pieces and arranged conference exhibit tables and sponsorships.	Conference exhibits allow one-on-one communication with members; we can market services they may not know about, understand, or remember. Effective print pieces do the same in a manner that can be taken home, consumed at convenience, and referred to later.
Mem Engmt / Netwk, Consult / CE, Lead / Innov	Com1	In addition to regular communications (publishing web articles, the member newsletter, social media posts, etc.), we developed and published a soon-to-be-monthly upcoming events email.	Communicated effectively and efficiently with members through established communications and a new email format that resulted in a very high 41.3% open rate.

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.



HUMAN RESOURCES STAFF ACTIVITIES

Submitted by Jill Trevino

Report Month:
July 2023

Prepared by Submitter

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Lead / Innov	Monitor performance evaluation process.	Presented ways to complete the performance evaluation at Supervisors' meeting to encourage and develop their teams. I also took notes on suggestions and ideas for improving our process that will be implemented in the Quarter 2 evaluation process.	Working on suggested changes and edits for the Quarter 2 evaluations and working with supervisors to ensure they complete the forms to encourage and recognize team members for their contributions and focus on developing staff professionally.
Lead / Innov	Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library.	Coordinated and made a team decision to hire the Delivery and Facilities Director. Replaced a retiring employee in the SHARE department.	Promoted an existing employee to Facilities and Delivery Director position and rehired a cataloger in SHARE. Began efforts to recruit a senior accountant in Finance.
Lead / Innov	Strengthen member libraries' general human resources knowledge	Work on finalizing the HR Source Grant for member libraries.	Set up meetings and work with the Associate Director and the Executive Director regarding the design and layout of a new HR Source grant opportunity for our member libraries.
Consult / CE	Support and develop IHLS staff.	Researched and coordinated Filament ½ day training, creating better meetings for staff that facilitate meetings. This was an improvement directive from our Top Workplaces survey.	Think Together Better: Building Innovation, Collaboration, and Creativity into Every Meeting. In this engaging session, staff learned how to improve every meeting (including your virtual ones) and left with tools and frameworks that help you approach everyday challenges in unique, collaborative ways.
Consult/CE	Support and develop IHLS staff.	Reviewed new policies and procedures for the new Workers' Compensation carrier.	Distributed packets to supervisors and explained new procedures to IHLS staff via HR Intranet.

OP PLAN GOALS KEY: **HR1:** 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; **HR2:** Explore opportunities to enhance human resources knowledge among member libraries.

Consult / CE	Support and develop IHLS staff.	Employees attended a total of 32 courses for professional and personal development during the month of July.	Through our Employee Assistance Program, LinkedIn Learning, and various professional organizational trainings, our employees actively participate in a learning culture to develop new skills and ultimately become better employees.
Consult / CE	Strengthen member libraries' general human resources knowledge.	Sexual Harassment Prevention Training is free to our member libraries using the same system IHLS employees use to meet the state Sexual Harassment Prevention Training compliance.	We have enrolled 64 libraries and 259 library staff.

IHLS Training and Continuing Education Opportunities for July 2023

Filament Team Sketches on July 10th meeting



Fostering an LGBTQIA+ Inclusive Workplace

PRESENTED BY ANGIE PIWINSKI

Employee Assistance Program CE opportunity
for library members and staff

THE EMPLOYER'S GUIDE TO WORKPLACE INJURIES

SELECTIVE
BE UNIQUELY INSUREDSM

Illinois Workers Compensation

DO YOU HAVE AN EMPLOYEE THAT EXPERIENCED A WORK-RELATED INJURY?

Follow these simple steps to help ensure timely and appropriate medical care, so your employee can return to safe and productive work as soon as medically possible:

- Immediately report all workers compensation claims by calling 1-866-455-9969, even if medical treatment is not needed or you do not have all of the necessary information. You can also report claims online by going to www.selective.com. Simply click on the "Report a Claim" link on the right. To make the process easier for you, check out the list on the reverse side of this card outlining information you may need during your call.
- Supply your injured employee with a Selective insurance ID card, diagnostic imaging card and prescription card.
- Provide your employees with a copy of the Industrial Commission Handbook available at: <http://www.iwcc.il.gov/handbook020106.pdf>
- To help make the process easier for your employees, provide them with "The Employee Guide to Safe and Swift Return to Work" brochure.
- Let your employees know their work-related injury may be treated by a health care provider of their choice, and provide them with the panel list of health care professionals for their convenience. In addition, employees can search for other providers online by visiting www.selective.com and clicking on Claim Center then the Workers Compensation section.
- Once you have reported the injury to Selective, we will complete the State of Illinois' Employer's First Report of Accidental Injury or Occupational Illness form.
- A claim representative will contact you to determine the compensability of the claim.

Selective | P.O. Box 7252 | London, KY 40742 | 800-688-9656

New Workers' Compensation Carrier for FY2024



FINANCE STAFF ACTIVITIES

Submitted by Rhonda Johnisee

Report Month:
 July FY2024

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Stwd / Sustn	Acc1	The department staff spent the majority of the month reviewing, preparing, and processing the FY2024 annual invoicing for IHLS, SHARE, and OCLC member libraries.	The annual invoices went out in a timely manner which ensures that libraries will receive their invoices when they are anticipated, and it generates the necessary cash flow to cover expenses for these funds.
Stwd / Sustn	Acc1	Prepared for the FY2023 annual audit for IHLS and OCLC billing activities.	Being able to prepare and send the documents before the audit fieldwork makes the time shorter for the auditors to be onsite and creates an efficient overall audit process.
Stwd / Sustn	Acc1	Prepared and submitted the quarterly tax filings.	Submitting the required quarterly 941 filings to both the Internal Revenue Service (IRS) and the Illinois Department of Revenue keeps IHLS compliant with tax filing requirements.
Stwd / Sustn	Acc1	Prepared and submitted the quarterly special revenue grant reports.	The Finance department is responsible for the OCLC Billing grant reports and assists the grant managers in completing the financial portion of the CMC and iLEAD Library Trustee Training grant reports.
Stwd / Sustn	Acc1	Assisted the SHARE Director with reviewing options for the FY2025 proposed SHARE fee increase.	Being able to review options for the upcoming FY2025 SHARE fee increase is necessary in order to ensure SHARE is able to sustain itself financially in future years.
Stwd / Sustn	Acc1	Entered FY2023 end-of-year invoices, credit card receipts, and prepared for closing the fiscal year expenses and journal entries.	Completing this task allows for accurate year-end reporting.

OP PLAN GOALS KEY: **Acc1:** Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making; **Acc2:** Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

Description	Items Count	Total Value
Accounts Receivable Cash Receipts	441	\$708,573.20
Accounts Receivable Invoices Generated	1,658	\$5,761,286.61
Accounts Payable Invoices Received	73	\$276,524.68
Accounts Payable Payments Disbursed	61	\$440,847.16



IT STAFF ACTIVITIES

Submitted by Troy Brown

Report Month:
July 2023

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Mem Engmt / Netwk	IT	The Membership department is holding Member's Matter events at library locations and needs more reliable video connectivity.	We purchased mobile conferencing equipment for them to use while out. Using an OWL camera, microphone, and speaker system, any room will be covered by a 360-degree camera and microphone instantly. We are hopeful that this will allow more participation in these training events from libraries that aren't able to attend in person.
SHARE Upgrades	IT	Upgrade SHARE server environment at the colocation facility in Champaign.	The SHARE server upgrade project has finished its build configuration, and the final build and price are better than the state contract's agreed-upon pricing. Dell has always been a great partner with IHLS and gives us pricing that is beyond aggressive. Generally, we can count on at least 65% savings off the list price. In fact, this latest build of server and network hardware is listed for \$1.48M. We negotiated a price of \$388K. That's 73.7% savings and our most aggressive discount ever from Dell. We continue using Dell for all servers, laptops, and most of our networking to have the best service and support possible from a single vendor.



Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

BIBLIOGRAPHIC SERVICES STAFF ACTIVITIES

Submitted by Jennifer Baugh and Dr. Pamela Thomas

Report Month:
July FY2024

Prepared by Submitters

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
ResShar	CSSH	Provided high-quality cataloging services to SHARE member libraries through copy and original cataloging.	Cataloged 437 items and imported 279 \$3 Bibs for SHARE member libraries.
ResShar	CSSH	Increased the usability of the SHARE database to ultimately increase resource sharing.	Continued sending out cleanup lists focusing on incorrect barcodes and information in incorrect fields to member libraries in preparation for Aspen implementation.
Consult / CE	CTSH	Provided continuing education opportunities for our member libraries related to barcoding and cataloging.	Hosted two sessions of SHARE Your Cataloging Questions with a total of 26 attendees. Also provided one-on-one training to six new barcoders at Giant City Schools and cataloging training for a new cataloger at Edwardsville Public Library.
Consult / CE	CTSH	Provided one-on-one cataloging review and training to catalogers-in-training at 11 member libraries.	Reviewed and imported 34 files containing 200 bib records.
ResShar	CMC1	Cataloged 125 items (including 101 originally cataloged and 24 records enhanced) and created three name authority records, two titles, and one series. The PrairieCat database cleanup project continues, where 370 bibliographic records were created, enhanced, or merged. The Alma cleanup project for the Consortia of Academic and Research	Through cataloging new items and providing database cleanup, the CMC staff improves user access to bibliographic records.

OP PLAN GOALS KEY: **CSSH:** Provide cataloging services for SHARE member libraries, including transitional libraries, and increase the usability of the SHARE database to ultimately increase resource sharing; **CTSH:** 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, OCLC, and Library of Congress; **CMC1:** Provide cataloging and bibliographic services for libraries in the RAILS and IHLS service areas to increase access and encourage resource sharing of information resources found in Illinois libraries; **CMC2:** Support access to Illinois digital collections by providing information on the formation and content of metadata; **CMC3:** Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

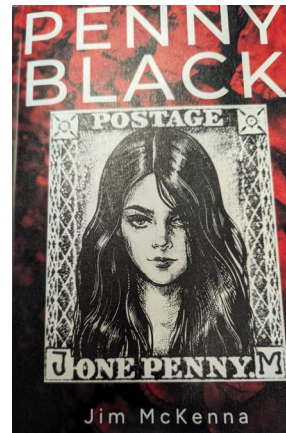
BIBLIOGRAPHIC SERVICES REPORT & STAFF ACTIVITIES

		<p>Libraries in Illinois (CARLI) continues, where 913 bibliographic records were deduped (merged) (523), deleted (12), or edited (378).</p> <p>World language bibliographic records for July were in Chinese, Czech, French, German, Italian, Portuguese, Russian, Spanish, and Vietnamese.</p>	
ResShar	CMC2	Transcribed one manuscript for New Lenox Public Library and added six compound objects to CONTENTdm for Chatham Public Library.	Continued progress on adding new documents and collections to the Illinois Digital Archives (IDA) website.
Consult / CE	CMC3	The Cataloging Basics course in Moodle had 20 students who successfully completed the course.	The CMC continues providing cataloging continuing education using Moodle.

CMC Items Cataloged July 2023



Wallace Eugene Davis : War Time Correspondence 1941-1945 with Documents & Photos, Effingham Public Library, local author



Penny Black, Watseka Public Library, local author



DELIVERY & FACILITIES ACTIVITIES

Submitted by Colleen Dettenmeier

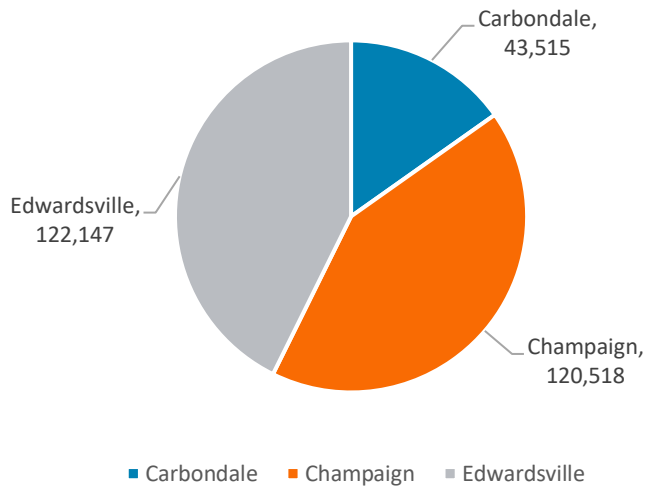
Report Month:
 July FY2024

Prepared by submitter.

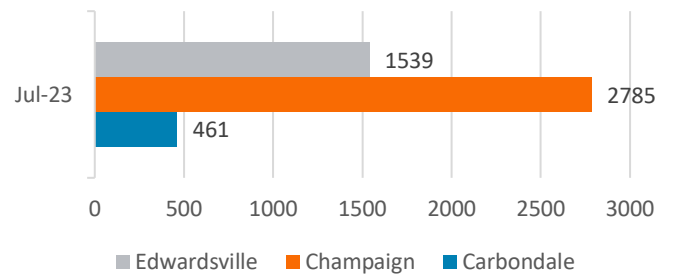
Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Stwd / Sustn	Fac	Facilities Maintenance	IHLS Facilities were maintained to ensure safe environments for staff and visitors.
ResShar	DS1	Providing Delivery	IHLS staff provided contactless delivery of 286,180 items to all IHLS members, except for schools that were out of session. Same-day, same-route Delivery on the Go service was provided for over 4,785 items.
ResShar	DS2	Training for staff	IHLS Operations Supervisors reviewed a bed bug procedure and log for implementation in August. We began to review a Driver Fleet Safety manual for assessment of criteria that need to be included in the next round of Employee Handbook updates.
Stwd / Sustn	DS1	Vehicle Procurement	IHLS Operations Supervisors began research for fleet replacement options.

Total Items Delivered July 2023



Total Delivery on the Go Service Items July 2023





SHARE STAFF ACTIVITIES

Submitted by Cassandra Thompson

Report Month:
 July 2023

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
ResShar	RsSH	Worked with ByWater Solutions to finalize a contract and with our library consultant to start first planning phases of the project.	This will allow for a smooth transition and enhanced communications as we begin to roll out Aspen to members this winter.
ResShar	RsSH	Worked with the SHARE Finance & Policy Committee to finalize a fee schedule for Aspen and communicated that to participants.	This allowed us to confirm participation in advance of planning the cohort groups as we prepare for the migration.
ResShar	RsSH	SHARE Finance & Policy Committee met to review various fee scale proposals due to a need to increase fees in FY2025. They have narrowed it down to two options to present to members.	This will continue to allow SHARE to function at capacity, maintaining membership infrastructure and the committee's fiduciary responsibility to the group.
ResShar	DevSH	Began investigating opportunities to capture member engagement data in the Pipedrive system by tracking member email and phone calls to quantify support outside of the help desk system.	This will allow us to better communicate return on investment and the significant support we offer to members. Eventually, we may be able to start to numerate overall member engagement.
ResShar	DevSH	Analyzed data from FY2023, including circulation, holds, collection size, and membership information.	This is useful to have available for marketing and member advocacy. In addition, membership data is requested annually for the audit.
ResShar	ERes	Circulated 27,584 items and 1,550 pay-per-use Audio.	We now own 54,617 items, plus an additional 114,159 unique pay-per-use audio titles.
ResShar	DevSH	We have also been working on member engagement through conference sponsorships (logistics, swag, branding/shirts) and member day preparation, as well as preparations for the upcoming SHARE staff meeting.	We are excited to represent SHARE at these upcoming events and be very visible to our members.

OP PLAN GOALS KEY: **RsSH:** Provide an innovative resource discovery, sharing, and automation group; **DevSH:** Increase SHARE membership numbers; **ILL:** Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code); **Eres:** Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

MEMBER SERVICES & GRANTS ACTIVITIES

Submitted by Ellen Popit

Report Month:
July, 2023

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Consult / CE	CE	The return of the hybrid Members Matter meeting in July at the Decatur Public Library.	These meetings have been exclusively virtual since COVID. Bringing this networking event has a significant impact on Member Services.
Consult / CE	CE	Members Matter and Third Thursday events have been scheduled through the end of the current calendar year.	The addition of a Continuing Education Coordinator has given us exactly what was needed. A more focused and intentional approach to the development of Continuing Education planning.
Consult / CE	CE	The iLEAD trustee training portal has entered the second year of development.	Work to date has been previewed and will be debuted for Illinois State Library staff in August.
Consult / CE	CE	Member Day Planning is in full swing with all facets of the event off to a solid start.	Member Day has been a signature system event since 2014, offering members continuing education and networking opportunities as well as interaction with vendors. This year will see a schedule change, moving the event away from an already busy conference season to a winter date.
Consult / CE	CE	A Statewide Symposium for school workers is being planned for September.	This work will bring a day of focused training to school library workers with no formal training. This is being developed by the cooperative efforts of IHLS, Reaching Across Illinois Library System (RAILS), the Illinois Library Association (ILA), the Association of Illinois School Library Educators (AISLE), and the Illinois State Library (ISL).

OP PLAN GOALS KEY: **MS1:** Review membership of all system agencies on an annual basis; **MS2:** Support member libraries in their efforts to provide excellent library service to their stakeholders; **Net1:** Continue to develop relationships with and among members; **Net2:** Continue active partnerships in statewide and national initiatives that support enhanced library service; **Net3:** Work with library entities that improve member services; **CE:** Increase continuing education opportunities as allowed by Illinois State Library (ISL) directive; **GRT:** Consistent communication of available grants.