

DIRECTOR & STAFF ACTIVITIES REPORT

AUGUST 2023



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

Report Month:
August 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
Mem Engmt / Netwk, Consult / CE	Com1	Back-to-school communications: promotion of school-focused events and announcements (such as delivery information); importation of school contacts from the L2 database into Mailchimp	Communicated effectively and efficiently with school library workers through back-to-school newsletters for IHLS members and IHLS-SHARE members. Updated school library contacts. The Back-to-School newsletter for IHLS members resulted in a 27.9% open rate (average) and a 9.9% click-through rate (high).
Stwd / Sustn, Advocacy	Com1, Com3	Annual Report preparation: Reviewed department submissions; began weaving submissions into a summary of IHLS in FY2023; developed a plan for a version for the state library and a significantly shorter version for members/public	Reviewed the second drafts of department submitted portions of the narrative, provided feedback, and began weaving the narrative pieces into a comprehensive story of IHLS in FY2023. Developed a tentative plan for a longer version for the state and a significantly shorter version for member and public consumption.
ResShar, Mem Engmt, Advocacy	Com1, Com4	Preliminary work on new projects: Member Day, an eRead Illinois event, SHARE Aspen Discovery layer communications, and the Library Crawl	Began work on much larger projects that support library worker professional development (Member Day), member engagement (eREAD event), resource sharing and accessibility (Aspen), and library promotion (Library Crawl).
Mem Engmt / Netwk, Consult / CE	Com1, Com2, Com3	Preparation for conferences: Updated communication pieces, ordered promotional items, arranged exhibit tables and sponsorships	Conference exhibits allow for one-on-one communication with members and the promotion of services that may not be known, understood, or remembered. Effective print pieces do the same in a take-home format.
Mem Engmt / Netwk, Consult / CE, Lead / Innov	Com1	Regular communications: web articles, newsletter/emails, social media, etc.	Communicated effectively and efficiently with members through established communications. The new "Upcoming Events" email series, which resulted in a very high 41.3% open rate in July, had a more normal 26.2% open rate in August.

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.

Leadership/ Innovation	BdSp1	Signed up for Board Source	Access to resources to assist the board of Directors, streamline processes and improve board engagement.
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HUMAN RESOURCES STAFF ACTIVITIES

Submitted by Jill Trevino

Report Month:
 August 2023

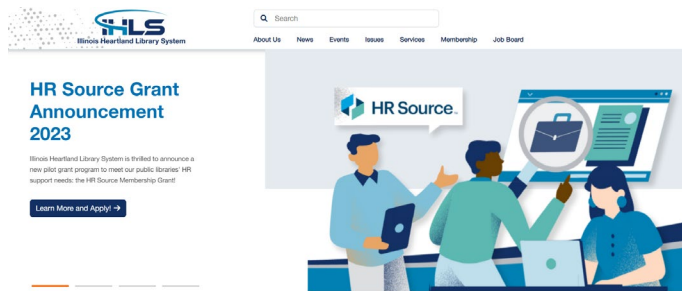
Prepared by Submitter

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Lead / Innov	Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library.	Worked with the IT and Executive Director to revise the Web Developer and Marketing Administrator job descriptions to ensure accurate duties were reflected. These positions also helped develop the new job descriptions for the Lead Stack Developer and Data Analyst positions.	Positions were sent to HR Source for Pay Scale evaluation and will be reviewed by the Personnel Committee at the September meeting.
Lead / Innov	Strengthen member libraries' general human resources knowledge	Work on finalizing the HR Source Grant for member libraries.	HR Source Grant was announced at the Aug. 17 Members Matters Meeting. The grant went live on our website on Aug. 23; Public Libraries can apply until Sept. 29, and on Sept. 30 grant recipients will be announced.
Consult/CE	Support and develop IHLS staff.	Work on a new format for the Executive Director performance review.	Met with the Executive Committee team to brainstorm the most effective way to evaluate the Executive Director. Conversations are ongoing.
Consult / CE	Support and develop IHLS staff.	Employees attended a total of 32 courses for professional and personal development during the month of August.	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 67 libraries and 272 library staff, Directors, and Trustees.

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.

IHLS HR Source Grant and Continuing Education Opportunities for August 2023



HR Source Grant News – IHLS Website

Monday, Aug 14, 2023 | 10:00 am - 11:00 am

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



Uprise Health – HR Webinar



FINANCE STAFF ACTIVITIES

Submitted by Rhonda Johnisee

Report Month:
August 2023

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 auditors conducted their onsite fieldwork for the IHLS and OCLC billing activities audits.	The finance staff were available to pull requested documents and answer any questions that the auditors had.
Stwd / Sustn	Acc1	Annual report components were completed.	The finance staff completes multiple components each year for the annual report. The staff contributes a great amount of time to the annual report between the completion of the components and the audit to ensure it is ready for submission by the end of September.
Stwd / Sustn	Acc1	We created the August accounts receivable invoices and received multiple cash receipts throughout the month due to the large July annual invoicing.	The generated incoming cash flow from the annual billings is vital to the SHARE Fund and OCLC billing to help cover the new fiscal year expenditures.
Stwd / Sustn	Acc1	A FY2024 budget spreadsheet was provided to the budget team with actual revenues and expenses for ease of budget tracking purposes.	The staff responsible for a budget will be able to use this as a tool to track and monitor their budget easier. The FY2025 budget was opened in OpenGov to allow for entries to be made as new projects or changes are coming up throughout the year.
Stwd / Sustn	Acc1	Bi-weekly payrolls were processed, and payroll tax deposits were made. Accounts payable invoices were paid by due dates.	We ensure that IHLS stays compliant by following payroll laws and ensuring that tax deposits are made on time. Late fees and interest charges are avoided by finance staff closely monitoring and processing accounts payable invoices and credit card transactions.
Stwd / Sustn	Acc1	Organizational supplies were purchased as needed.	Necessary supplies were purchased as needed and requested.

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	750	\$3,261,061.26
Accounts Receivable Invoices Generated	212	\$75,276.79
Accounts Payable Invoices Received	103	\$578,872.84
Accounts Payable Payments Disbursed	96	\$700,092.51

August Statistics for Accounting Transactions



IT STAFF ACTIVITIES

Submitted by Troy Brown

Report Month:
August 2023

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
Lead / Innov	IT	Pipedrive CRM upgrades	In-house programming of API connectors from the L2 database and importing training information directly into the Pipedrive CRM. This will save our cataloging team tremendous time instead of entering all the details manually for each cataloger.
SHARE Upgrades	IT	Upgrade SHARE server environment at the colocation facility in Champaign.	We have received all the equipment and are planning a trip to the facility to start the installation. The initial installation of equipment will require an outage window for our SHARE users, but we are hoping to start that outage window at about 8 p.m. or later to minimize the impact.



BIBLIOGRAPHIC SERVICES STAFF ACTIVITIES

Submitted by Jennifer Baugh and Dr. Pamela Thomas

Report Month:
August 2023

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 644 items and imported 299 \$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 SHARE Your Cataloging Questions with a total of 15 attendees and the monthly Catalogers Training Session with 43 attendees. Also provided one-on-one cataloging training for a new cataloger from Belleville Public Library.
Consult / CE	CTSH	Provided one-on-one cataloging review and training to catalogers-in-training at 13 member libraries.	Reviewed and imported 37 files containing 389 bib records.
ResShar	CMC1	Cataloged 169 items (including 151 originally cataloged and 18 records enhanced) and created five name, one title, and three series authority records. The PrairieCat database cleanup project continues, where 620 bibliographic records were created, enhanced, or merged. The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues,	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.

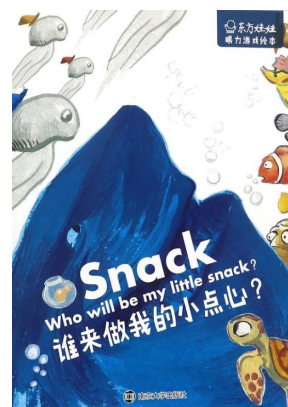
BIBLIOGRAPHIC SERVICES REPORT & STAFF ACTIVITIES

		<p>where 1,199 bibliographic records were deduped (merged) (793), deleted (59), or edited (347).</p> <p>World language bibliographic records for August were in Chinese, Church Slavic, Creole, Danish, French, German, Haitian French, Italian, Spanish, Swedish, and Vietnamese.</p> <p>140 records were merged in OCLC Connexion (OCLC, 138; PrairieCat cleanup, 2).</p>	
ResShar	CMC2	<p>Transcribed two manuscripts and five typed documents, researched 65 names, uploaded four compound objects to CONTENTdm for New Lenox Public Library, and transcribed three documents for Chatham Public Library.</p>	<p>Continued progress on adding new documents and collections to the Illinois Digital Archives (IDA) website, making these collections globally available and searchable.</p>
Consult / CE	CMC3	<p>Presented August's Online with the CMC: Reading the Past: Reading Historical Handwriting.</p>	<p>85 registered in L2, 46 live attendees; IHLS=8, SHARE=8, RAILS=29, unknown=1. The CMC continues providing continuing education. For those who can't attend the live webinar, a recording is made available for registrants to view later.</p>

CMC Items Cataloged August 2023



The Romantic Yachts, local author, Mahomet Public Library



Who Will Be My Little Snack, special collection (Chinese), Illinois State University Library



DELIVERY & FACILITIES ACTIVITIES

Submitted by Colleen Dettenmeier

Report Month:
 August 2023

Prepared by submitter.

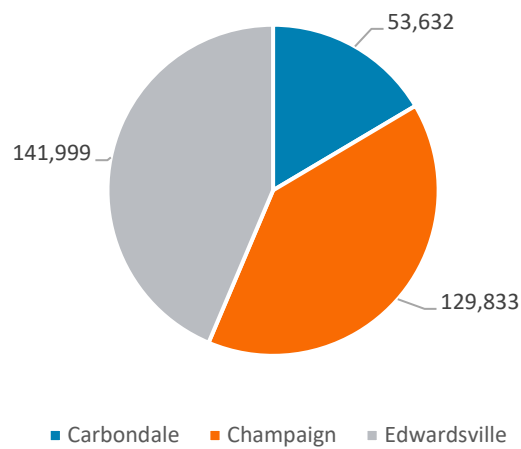
Department Activity & Accomplishment Highlights

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 325,464 items to all IHLS members. This was a 13% increase in items delivered over July 2023. The same-day, same-route Delivery on the Go service (DOGS) was provided for over 4,821 items.
ResShar	DS2	Training for staff	IHLS Operations staff met with Operations Director to review the newly adopted bed bug procedure.
Stwd / Sustn	DS1	Vehicle Procurement	IHLS Operations Supervisors continued research for fleet replacement options.

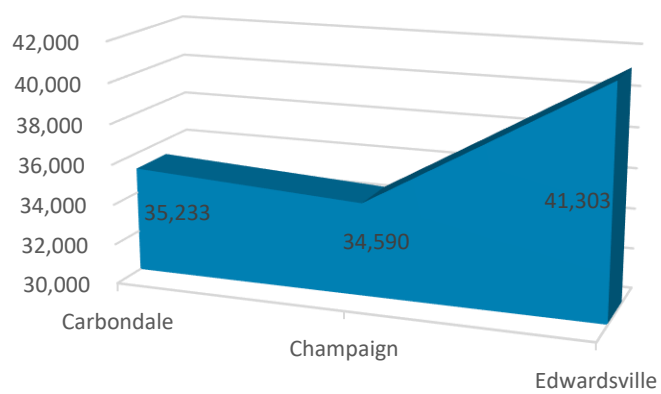
Delivery Statistics

August 2023

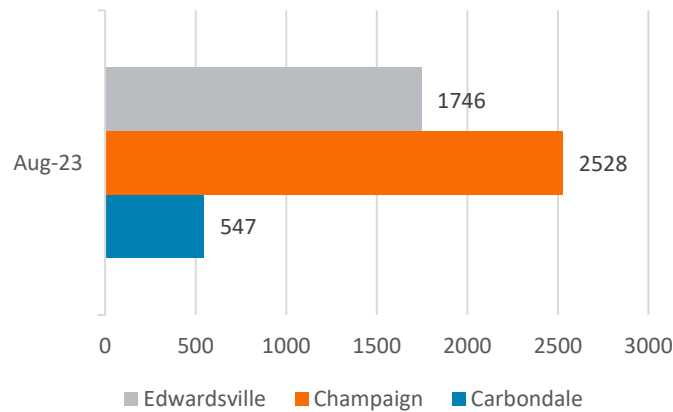
Total Items Delivered



Total Miles Driven



Total Delivery on the Go Service
Items Delivered





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SHARE STAFF ACTIVITIES

Submitted by Cassandra Thompson

Report Month:
August 2023

Prepared by submitter.

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
ResShar	DevSH	Worked with RAILS to develop the eRead Illinois 10 th Anniversary Celebration.	This is a great way to promote cloudLibrary and look forward to future digital initiatives.
ResShar	RsSH	SHARE Executive Council met to discuss a new policy for SHARE member library staff permissions.	This became best practice until the next membership vote.
ResShar	DevSH	Met with two school library members to discuss the affiliate expansion project, Try SHARE and sent two packets for potential membership.	We have one member that has started the new Try SHARE program.
ResShar	RsSH	SHARE Circulation & Resource Sharing Committee met to discuss adding "non-binary" to the gender field. This was communicated to members via the newsletter.	This was based on a discussion from the Directors listserv and will contribute to member engagement and our commitment to DEIA.
ResShar	DevSH	SHARE Finance & Policy Committee met to discuss membership fees, agreeing to host three upcoming Town Hall meetings for members to ask questions.	Submitted two proposals for member review and comment.

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:
August 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	Grant Writing 101 Workshop was held in conjunction with statewide partners.	Aimed at (but not limited to) the school community, this event is presented at the time the school library per capita grant is offered.
Consult / CE	CE	A Third Thursday/Members Matter meeting was held at the Herrin City Library on Aug. 17 on the Paid Leave for All Workers (PLAW) Act. 81 people registered for this event.	It has always been hoped that Third Thursday/Members Matter events would be offered on timely topics for our membership. The number of registrants indicates that we achieved that in August.
Consult / CE	Net2	System staff served on the Directors' University Planning Committee that was held Aug. 1-3. System staff also presented on system services on the opening day.	An IHLS presence in this statewide annual event is important as a voice for our members.
Lead / Innov	CE	The ILEAD Trustee Training Portal debuted at the Illinois State Library on Aug. 30.	This demonstration of the portal provided the Illinois State Library with an important opportunity for feedback on the project.
Mem Engmt / Netwk	MS2	Site visits were paid to the Nashville High School Library and the Patoka Public Library. A visit was also made to the Hope Welty Public Library in honor of their move back INTO their building after 25 months in a temporary location.	One-on-one visits always provide valuable insight into individual libraries and demonstrate support from the system.
Mem Engmt / Netwk	Net1	System Staff participated in Networking events for Small Public Libraries and the Perry/Randolph County Networking Group.	These events are significant opportunities for outreach to and discussion with a larger group of members.
Mem Engmt / Netwk	Net1	An in-person networking event was held for the school library community at Lake Land College, and a virtual back-to-school event was held on Aug. 24.	Outreach to the school community continues to grow and is reaching a broader group of school library workers.

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.