

DIRECTOR & STAFF ACTIVITIES REPORT

SEPTEMBER
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:
September 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

MARKETING & COMMUNICATIONS ACTIVITY & ACCOMPLISHMENT HIGHLIGHTS

Strat. Plan Goal	Op. Plan Goal	Activity	Purpose & Progress/Results
Stwd / Sustn, Advocacy	Com1	Annual Report preparation: revised and edited the narrative; formatted the full report; designed a new cover image.	Full report has been submitted to the Illinois State Library with a short version for the public/members to follow in October.
Stwd / Sustn	Com5	Triennial member survey: continued work; added and revised questions for maximum efficacy and adjusted survey logic to increase completion rates.	Work on the Member Survey is ongoing. Other projects have delayed the release of the survey, but we anticipate sending it out in early October.
Advocacy	Com4	Library advocacy in digital equity: created/promoted an info page to help small/rural libraries apply for digital equity grants; collaborated with IT Director on an info page to help members fill out the Illinois Public Library Internet Survey from the Illinois Secretary of State's Office.	Both pages are complete, with promo ongoing. Survey is ongoing. We've received feedback from a small library member: "The Digital Equity Grant info page is SO HELPFUL!! Thank you to everyone working on this!"
Mem Engmt / Netwk	Com1	Mobile Memory Lab (MML) & CMC branding work: met with key staff to establish (more) cohesive brand identities for CMC and MML; collaborated on an MML logo and promo for MML Community Digitization Days.	MML logo is done for now (will need additional work in the future). Promo materials are ready to share with participating libraries. CMC branding updates are ongoing.
Mem Engmt / Netwk	Com1	Conference preparation: designed/updated CMC brochures, CE calendar, iLEAD bookmarks, library job board bookmarks; printed said materials.	Promotional materials were completed in time for the AISLE conference in October.
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 normal 26.2%

OP PLAN GOALS KEY (MarCom): **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.

			open rate in August, had a very high 42.2% open rate in September.
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Marketing & Communications Figures

Q1 Social Media Insights

Platform	Posts in Q1	Total Impressions*	Average Impressions	Total Engagements**	Average Engagements	Change in Follows
LinkedIn	32	1,024	32	71	2.12	+23
Facebook	42	9,205	219	574	13.67	+19
Twitter	31	1,027	33	158	5	+5

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

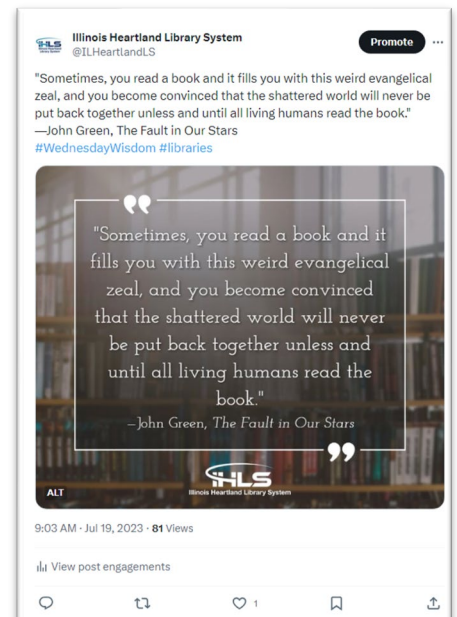
**Engagements represent audience interaction with a post, which (here) includes reactions, shares/reposts, comments, and other clicks.

Q1 Top Social Media Posts

Top LinkedIn post



Top Facebook post



Top Tweet



HUMAN RESOURCES STAFF ACTIVITIES

Submitted by Jill Trevino

Report Month:
 September 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 Finance Director to recruit and hire the new Senior Accountant.	Filled the vacancy when the Senior Accountant was promoted to Delivery and Facilities Director.
Lead / Innov	Strengthen member libraries' general human resources knowledge	Work on finalizing the HR Source Grant for member libraries.	HR Source Grant completed. Seven member libraries were granted membership through this program to support them in the field of human resources.
Consult/CE	Strengthen member libraries' general human resources knowledge	Set up job fairs for IHLS and member libraries to assist in recruiting efforts.	Enable both IHLS and member libraries to recruit diverse top talent.
Consult / CE	Support and develop IHLS staff	Employees attended a total of 29 courses for professional and personal development during the month of September.	Through the Employee Assistance Program, LinkedIn Learning, and various professional organizational trainings, our employees actively participate in a learning culture to develop new skills.
Consult / CE	Strengthen member libraries' general human	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 70 libraries and 280 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.

	resources knowledge		
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IHLS HR Source Grant and Continuing Education Opportunities for September 2023

<div data-bbox="110 520 776 911">A video thumbnail for 'Sexual Harassment & Discrimination' training. It features a man and a woman standing with their arms crossed. The title is in blue text. Various icons representing different concepts like a map of the US, a person, a document, a heart, a scale, and a star are scattered around the title.</div> <div data-bbox="155 947 716 978"><p>Sexual Harassment and Discrimination Training</p></div>	<div data-bbox="792 594 1528 764"><p>Join IHLS at an Upcoming Job Fair Illinois Heartland Library System</p></div> <div data-bbox="810 842 1495 909"><p>Job Fairs – for recruiting IHLS and member library opened positions</p></div>
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FINANCE STAFF ACTIVITIES

Submitted by Rhonda Johnisee

Report Month:
 September 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 final audit was submitted and presented by Scheffel Boyle at the September Finance Committee and Board meetings.	The auditors issued an unmodified or clean opinion on the FY2023 audit. The audit was included in the FY2023 Annual Report that was submitted to the Illinois State Library.
Stwd / Sustn	Acc1	Produce interim financial reports that compare actual versus budget revenue and expenditures, balance sheets, and cash flow.	The financial reports are provided for the IHLS Finance Committee and Board for their approval each month.
Stwd / Sustn	Acc1	We created the September accounts receivable invoices and continued to receive multiple cash receipts throughout the month due to the large July annual invoicing.	The 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	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	243	\$1,258,577.58
Accounts Receivable Invoices Generated	139	\$30,643.04
Accounts Payable Invoices Received	82	\$127,868.08
Accounts Payable Payments Disbursed	84	\$350,864.19

September Statistics for Accounting Transactions



BIBLIOGRAPHIC SERVICES STAFF ACTIVITIES

Submitted by Jennifer Baugh and Dr. Pamela Thomas

Report Month:
September 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 378 items and imported 330 \$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 11 attendees and the monthly Catalogers Training Session with 43 attendees. Provided barcoding training via Zoom with seven attendees.
Consult / CE	CTSH	Provided one-on-one cataloging review and training to catalogers-in-training at 13 member libraries.	Reviewed and imported 28 files containing 271 bib records.
ResShar	CMC1	Cataloged 213 items (including 170 originally cataloged and 43 records enhanced) and created 15 name, five title, and one series authority records. The PrairieCat database cleanup project continues, where 293 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 744 bibliographic records were deduped (merged), 20 deleted, and 536 edited.</p> <p>World language bibliographic records were in Chinese, French, German, Italian, Spanish, Swedish, and Vietnamese.</p> <p>109 records were merged in OCLC Connexion (OCLC, 101; PrairieCat cleanup, 8).</p>	
ResShar	CMC2	Transcribed three manuscripts and 12 typed documents, and researched 16 names for New Lenox Public Library.	Continued progress on adding new documents and collections to the Illinois Digital Archives (IDA) website, making these collections globally available and searchable.
Consult / CE	CMC3	<p>Presented September's Online with the CMC: A Quest to Assemble: Cataloging Board Game.</p> <p>Kat and Mary staffed a booth and co-presented at the PrairieCat Users Group (PUG) Day (see pictures below).</p>	<p>88 registered in L2; 67 live participants; IHLS, 14; SHARE, 12; RAILS, 38; Unknown, 3. 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> <p>Several hundred people stopped by the CMC booth and 15 people attended the presentation.</p>

BIBLIOGRAPHIC SERVICES REPORT & STAFF ACTIVITIES



Kat Anderberg (l) and Mary Cornell (r) at the PUG Day
CMC booth



Mary Cornell (l) and Kat Anderberg (r) presenting at PUG
Day.



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DELIVERY & FACILITIES STAFF ACTIVITIES

Submitted by Colleen Dettenmeier

Report Month:
September 2023

Prepared by submitter

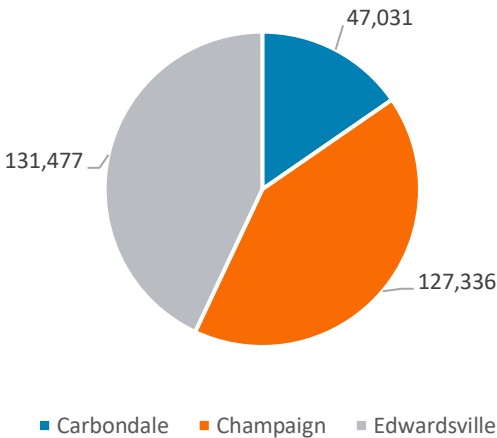
Department Activity & Accomplishment Highlights

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 305,844 items to all IHLS members. The same-day, same-route Delivery On the Go service (DOGs) was provided for over 4,073 items. The Edwardsville hub began using the new style of grey tubs for the largest volume libraries. The grey tubs will replace the blue Rubbermaid tubs.
Stwd / Sustn	DS2	Networking Groups	IHLS Delivery & Facilities Director attended the American Library Association Reference and User Services Association (ALA RUSA) Physical Delivery Group meeting.
Stwd / Sustn	DS1	Vehicle Procurement & Surplus	IHLS Operations staff worked together to get replacement vans ordered via the Illinois state contract. The surplus box truck was auctioned with no bidders.

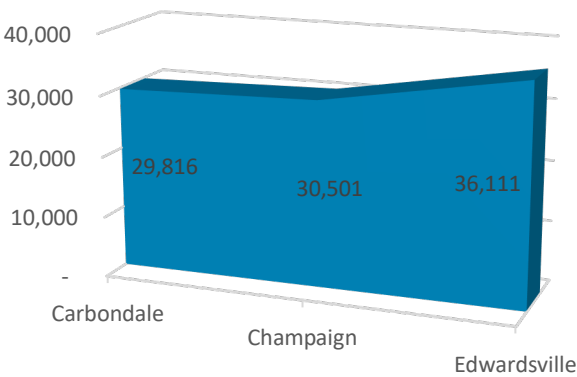
OP PLAN GOALS KEY: **Fac:** Provide a Safe Working Environment; **DS1:** Provide efficient delivery services designed to support resource sharing among IHLS members; **DS2:** Provide accurate information and educational tools to support delivery.

Delivery Statistics
September 2023

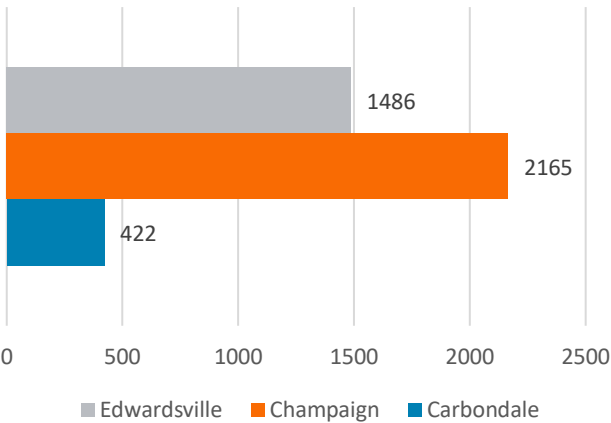
Total Items Delivered



Total Miles Driven



Total Delivery on the Go Service
Items Delivered





SHARE STAFF ACTIVITIES

Submitted by Cassandra Thompson

Report Month:
September 2023

Prepared by Submitter

Department Activity & Accomplishment Highlights

Strat. Plan Goal(s)	Op. Plan Goal(s)	Activity	Description of Purpose & Progress/Results
ResShar	RsSH	SHARE Director and SHARE Administrative Services Manager attended Association of Small and Rural Libraries Conference in Wichita, KS.	Met with other IHLS/SHARE members and learned more about trending topics in librarianship.
ResShar	ERes	SHARE E-Resources Committee met for updates in cloudLibrary and SHARE.	Moved to change SHARE Mobile Library App rating; no change to cloudLibrary loan periods.
ResShar	RsSH	SHARE Circulation Specialist trained 13 participants at eight sessions.	Totaled 26 continuing education hours for members in September.
ResShar	ERes	SHARE Director met with The New York Times representative to discuss potential group purchase.	Will submit information to SHARE Finance & Policy Committee in November.
ResShar	RsSH	SHARE team members met with EBSCO to evaluate their new product, Folio.	Evaluate library products and services that might be beneficial for members.
ResShar	ERes	SHARE Resource Sharing Specialist evaluated an alternative platform for e-resources.	Continue to evaluate available options for e-resources.
ResShar	ERes	cloudLibrary collection includes 54,874 owned titles and 168,463 pay-per-use audiobooks.	Circulated 29,925 owned items and 1,523 PPU items in September.

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, Associate Director

Report Month:
September, 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	<ul style="list-style-type: none"> A statewide school library workers symposium was held virtually on Sept. 20. On Sept. 14, IHLS hosted a webinar on "Connecting Library Patrons to Legal Resources." A Third Thursday learning event was held at the Chatham Public Library on the topic of Workforce Readiness. Two sessions were recorded by IHLS staff as part of the virtual component of the Association of Rural and Small Libraries (ARSL) annual conference. 	<ul style="list-style-type: none"> The first of its kind, the symposium generated more than 300 registrants and statewide participation. The event was designed for school library workers without formal training. The training on Sept. 14 reflects an ongoing partnership IHLS has had with the Illinois legal community. The sessions done for ARSL are a significant recognition of the work that is being done through the development of the iLEAD Trustee Training Portal.
Consult / CE	Net1	A Library Media Specialists Networking meeting was hosted by Lincoln Trail College on Sept. 8.	This reflects the start of a concerted effort to bring networking opportunities to the IHLS school library community.
Mem Engmt / Netwk	Net2	<ul style="list-style-type: none"> An IHLS Update was provided to the Health Sciences Libraries of Illinois on Sept. 26. System staff were able to participate in three networking events and site visits were made to three public libraries. Several of our member libraries and five system staff members attended the ARSL conference in Wichita, Kan. 	<ul style="list-style-type: none"> It is important for us to take advantage of opportunities for outreach to this special group of libraries. Going out to where our libraries are is a powerful tool in relationship building. The ARSL Conference continues to be a meaningful event for many IHLS libraries.
Mem Engmt / Netwk	Net3	Support was provided for a member library dealing with governance challenges.	One-on-one support for our member libraries is a significant function of the Membership Team.

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.