



Illinois Heartland Library System

TO: IHLS Board of Directors
FROM: Leslie Bednar
DATE: July 18, 2024
RE: FY2025 SHARE Reserve Proposed Budget Amendment

Background

Due to a recent change, Verizon, and other carriers (like Xfinity or pre-pay mobile companies) that use the Verizon cell infrastructure are restricting text message capacity in an effort to reduce spam messages. SHARE is affected by this change, because of the volume of messages we send, estimated at approximately 800K per year.

A large part of the problem is the way that we are sending the messages through an email server that goes to the carrier and is transitioned through what's called an "SMS Gateway." We have tried a few different in-house solutions that have not worked, unfortunately. This is affecting SHARE patron communications significantly, as well as the front-line staff at our member libraries. We have been communicating with members, and with patrons via messages on our catalogs.

We have been investigating long-term solutions, including using a third-party service called MessageBee through the vendor Unique Management Services. They would send our notifications as individual texts rather than through the SMS gateway. Due to the nature of this issue, and the disruption that it is causing, we would like to move forward immediately. The SHARE Finance & Policy Committee has approved using the SHARE Reserve Fund for this first year, as a budget amendment. For subsequent years, we would include the cost of the service as part of our regular budget. We anticipate that it will be absorbed into our normal operations budget in future years.

Proposal

Attached, please find the FY2025 SHARE Reserve Fund proposed budget amendment for your review and consideration for approval.

Thank you, and please let me know if you have any comments or questions.

SHARE Reserve Fund – Budget changes for FY2025

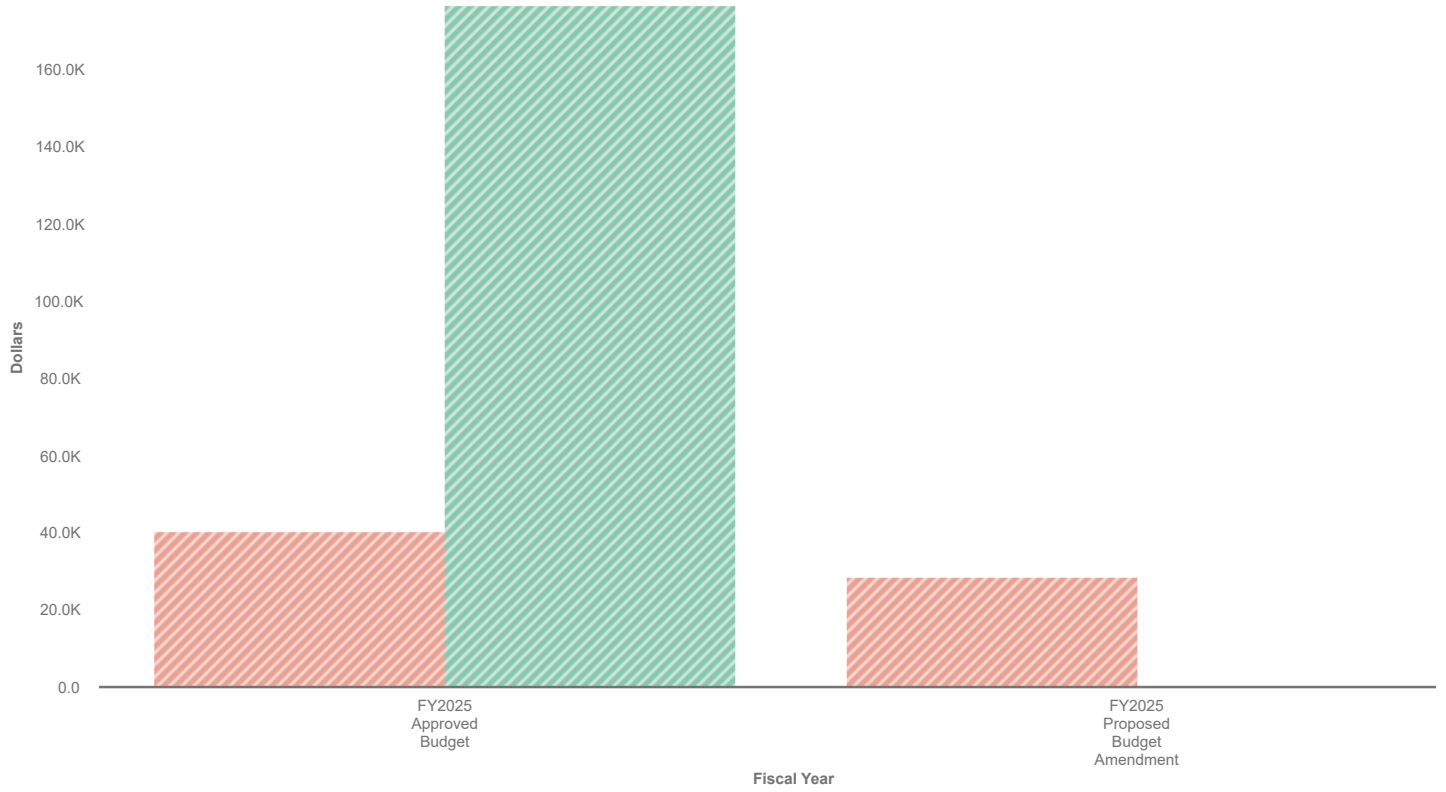
Information Service Costs (Expense | 5550):

The proposed increase of \$28,530 in expenses reflects the one-time implementation fee, annual service fee, and the two million text message bundle.

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FY2025 Proposed SHARE Reserve Budget Amendment

Visualization



Data filtered by Types, SHARE, Unrestricted - Reserve Fund and exported on July 17, 2024. Created with OpenGov

FY2025 Proposed SHARE Reserve Budget Amendment

Collapse All	FY2025 Approved Budget	FY2025 Proposed Budget Amendment
▼ Revenues	\$ 176,344	\$ 0
▼ Investment Income	33,844	0
(4500) Interest Income	33,844	0
▼ Inter-Company Transfers	142,500	0
(4999) Transfers From Other Funds	142,500	0
▼ Expenses	40,530	28,530
▼ Contractual Services	40,530	28,530
(5550) Information Service Costs	40,530	28,530
Revenues Less Expenses	\$ 135,814	\$ -28,530

Data filtered by Types, SHARE, Unrestricted - Reserve Fund and exported on July 17, 2024. Created with OpenGov