

#### **Marketing & Communications Team**

Submitted by Leslie Bednar, Executive Director

Report Months.

July–September 2025

Prepared by Dr. Carol Hogan-Downey, Communications & Advocacy Administrator

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
1.1A, 1.1C, 1.2A, 1.2B, 1.3B, 2.2B, 3.1E	Digital Marketing Specialist (DMS) Search & Onboarding. Reviewed applications, interviewed candidates, hired & trained the selected candidate.	Most of the new DMS's training is complete. She has already boosted our social media presence and shared exciting ideas for member trainings. Her presence will continue to expand our capacity for staff & member support.
1.1D, 1.2A, 1.2C, 2.1F, 2.2B, 3.1A, 3.1B, 3.1C, 3.1D, 3.2A, 3.2C	Creation of IHLS Annual Reports. Collaborated with department heads on multiple drafts of annual report narratives; compiled & edited the narrative; designed new pages; compiled the final report draft. Storyboarded, designed, wrote, & revised the 8-page Annual Progress & Impact Report crafted for stakeholders	ILS's version has been submitted. The more graphics-heavy document uses some of the data & text from the ISL Annual Report to communicate with IHLS stakeholders. The report focuses on our impact, showing how we help our members better serve their communities. We will mail the final copy to members and other stakeholders.
1.1A, 1.1C, 1.1D, 1.2A, 1.2C, 2.1F, 2.2B	Branded Items & Member Services Packets. Designed & ordered branded items for IHLS; redesigned IHLS member services info packets in a less text-dense tri-fold layout.	The new branded items (notepads) are in the conference packets for AISLE. The new brochures will be ready for ILA. With the next fiscal year's IMLS funding in question, we tried to order extras of both to hopefully carry us through for another year.
1.1A, 1.1C, 1.1D, 1.2A, 1.3C, 2.1A, 2.1D, 2.1E, 2.2B, 2.2C, 3.1D	iLEAD Support. Planned & carried out graphic design & promotions for iLEAD's new credentialing feature; expanded iLEAD brand colors & graphics for the new iLEAD Ready Reference & iLEADLibrary.	The credentialing feature helps portal users recognize their time & efforts spent learning about the work & responsibilities of Illinois public library trustees. Informing library directors & trustees about this new feature helps boost iLEAD portal use.
1.1A, 1.1D, 1.2B	Mobile Memory Lab Support. Created customized social media graphics & other promotional items for libraries hosting Mobile Memory Lab Digitization Days this fiscal year.	These ready-to-go social media graphics, flyers, & press release drafts make it very easy for members to promote the events, boosting turnout. They are also a particular boon for our less tech-savvy members.
1.1A, 1.1D, 1.2B, 2.1A, 2.1E, 2.2E	Member Continuing Education. Presented "You Can Canva: Using the Popular Design Tool" to members at the September IHLS Third Thursday event.	This presentation includes an introduction to Canva, an introduction to branding, & the foundations of graphic design, which will help the previously uninitiated create attractive, cohesively branded materials. The recording should be available on the IHLS website soon.
1.1A, 1.1C, 1.1D, 1.2A, 1.2B, 2.1A, 2.1E, 2.2B, 3.2J	Member Day Support. Engaged in promotional email, website, merchandise, & Zoom background design for IHLS Member Day 2026.	Member Day website, messaging work, & store planning are ongoing. Consistent & engaging communications are essential for effective promotion & event success.



#### FINANCE DEPARTMENT

Submitted by Rhonda Johnisee, Finance Director

Report Months.

July-September 2025

Prepared by submitter.

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
3.1B	FY2025 Annual Audit	The finance team prepared for the annual audit and provided support as required. The audit concluded with an unmodified, or clean, opinion.
3.1C	FY2025 Annual Report Financial Components	The finance team completed its components of the annual report after the audit to ensure accuracy. This process helps ensure compliance with the State Library's reporting requirements.
3.1B 3.1F	FY2026 Annual IHLS, SHARE, and OCLC Billing	The finance team issued the FY2026 annual IHLS, SHARE, and OCLC billing, leading to substantial cash receipts in the first quarter of FY2026. This process not only supports the organization's cash flow but also ensures that libraries receive invoices in line with their budgeted timelines for these services.
3.1B 3.1F	FY2026 SHARE Operations Budget Amendment	The FY2026 SHARE operating budget amendment was developed and presented to the SHARE Finance and Policy committee, along with the IHLS Board of Directors, at their September meetings. This amendment includes the Illinois Humanities grant revenue and expenses for the expansion of the Mobile Memory Lab work. The IHLS Board approved this amended budget.
3.1C	Completed FY2025 fourth-quarter grant reports.	The finance team completed the fourth-quarter OCLC grant report and finalized the financial sections of the CMC and iLEAD Library Trustee Training grant reports, successfully meeting the requirements for these grants with the Illinois State Library.

## 1<sup>st</sup> Quarter Statistics for Accounting Transactions

Transaction Type	Items Count	Total Value
Accounts Receivable Cash Receipts	1308	\$5,850,999.49
Accounts Receivable Invoices Generated	1602	\$6,651,086.96
Accounts Payable Invoices Received	256	\$740,989.85
Accounts Payable Payments Disbursed	256	\$2,335,345.85



#### **HUMAN RESOURCES**

Submitted by Pamela Perkins-Grimes, HR Coordinator

*Report Month.*July-September 2025

Prepared by submitter

## **Department Activity & Accomplishment Highlights**

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
1.1A; 1.2A; 2.2C	Presented the HR piece to member libraries at the September 18 Members Matter webinar, discussing the opioid preparedness law and the application of "in loco parentis" in FMLA.	Providing human resources-related updates and reminders to foster engagement and help address members' HR requirements.
3.1E	Attended Paylocity Conference and learned about upcoming platform enhancements and how they could improve IHLS processes; also heard presenters on HR and payroll issues.	Supports ongoing professional and IHLS development.
3.2G	Diligent recruitment as well as reactivation of the Lead Sorter position, creation of the Digital Marketing Specialist position, and other position modifications to benefit IHLS goals and development.	Nimble recruitment and position modifications are necessary in the dynamic nature of IHLS development, ensuring the organization remains agile and responsive to evolving staffing needs.
3.1E	Streamlined HR processes within Paylocity by integrating our Performance Appraisal system with a new Journaling feature for personal notation and to promote employee-employer communication.	The new platform and Journaling feature directly support staff development and training.
3.2G	Developed a streamlined and more formalized employee offboarding process that includes a standard and informative Exit Email as well as a new resignation-termination workflow to help document rehire potential.	Enhancing human resource procedures and rehire determination contributes to a stronger internal culture.
3.2K	Integrated the Employee Handbook into Paylocity's AI program to make its 85 pages of information more efficient for IHLS staff to research.	This form of digitization enhances the accessibility of crucial IHLS information and supports online communication for IHLS employees.
3.2K	Partnered with Delivery to create a Box Truck Safety training video workflow to surgically enhance courier driver skills in that vehicle.	This safety training helps improve operational efficiency.

# New Performance Review platform, Journaling, Enhanced Offboarding, Al-Accessible Employee Handbook Human Resources Activities



#### **Employee Handbook Now AI Accessible**

Your IHLS Employee Handbook just got a lot handier. You can now...



Pamela Perkins-Grimes September 2

AI-Accessible Employee Handbook



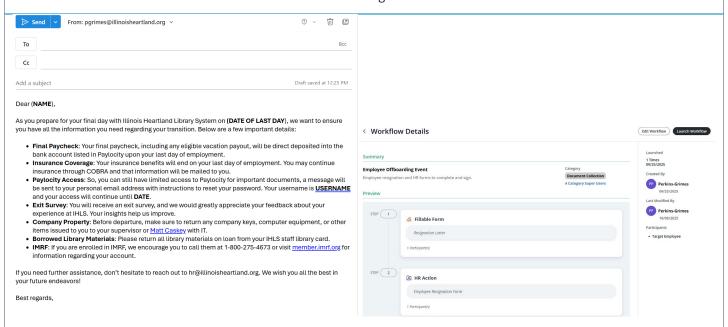
#### Performance Review Update: Start Journaling

With our next Semiannual Performance Reviews due on December...



Pamela Perkins-Grimes August 27

#### **New Journaling Process**



**Enhanced Offboarding** 



#### INFORMATION TECHNOLOGY

Submitted by Troy Brown, Director of IT

Report Months

July-September 2025

Prepared by submitter

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
1.1D	Ongoing outreach to strengthen membership relations.	Weekly director's chat sessions are now hosted on Campfire chat. Campfire has proven more interactive with the membership, and engagement with the chats has been great.
2.1G	Support SHARE libraries through relevant training.	Several new library websites have been launched recently. Using a combination of Dreamhost and Wordpress, the IT staff has ensured a smooth transition from old websites to new.
3.1D	Provide accurate information for member libraries.	With the assistance of our Data Analyst, the data provided to our members has become more useful and more accurate. We are adding additional hosting options for the data this year to ensure even more up-to-date data and security.
3.2A	Develop and Publish Annual Reports on System Performance.	IT participated in the Annual Report to the State Library.
3.21	Maintain responsive technology support.	IHLS and SHARE provide technology support to the largest consortium of libraries in North America. We do this with limited staff and still find new and innovative solutions to problems. Some examples are the new delivery database that continues to build valuable information about our delivery services, and the new CatStats program which will provide the same level of information, but for the catalogers.



## **SHARE Bibliographic Services**

Submitted by Jennifer Baugh, SHARE Bibliographic Services Manager

Report Months:

July-September 2025

Prepared by submitter.

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
2.1B	Provided high-quality cataloging services to SHARE member libraries through copy and original cataloging.	Cataloged 1,350 items and imported 1,408 bibliographic records through the Express Cataloging Program for SHARE member libraries.
2.1G	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	SHARE Bibliographic Services staff provided three sessions of SHARE Your Cataloging Questions, which had 69 live attendees. Two Cataloger's Training Sessions were held with 95 participants.
2.1G	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	SHARE NACO Funnel participants contributed 3 headings to the LC Authority File after review by the in-house NACO Funnel Coordinators.
2.1G	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	Barcoding Refresher Training is now officially on a rolling basis. Thus far, this fiscal year, 90 individuals have completed the training. Certification reminder emails are sent monthly as barcoders enter their certification window.
2.1G	Provided one-on-one cataloging review and training to catalogers-in-training at SHARE member libraries.	Reviewed 364 records for catalogers-in-training at 12 member libraries. 181 of these bibliographic records were imported into the SHARE catalog.
2.2A	Coordinated with RAILS and other Illinois library staff on the iCAMP program.	The recruitment, selection, and matching process was completed for the second iCAMP cohort. Program participants will begin meeting in November.
2.2E	Supported member libraries through an external opportunity.	Was asked to join the Public Library Association's Continuing Education Advisory Group with a term running from July 1, 2025, through the close of the American Library Association (ALA) Conference in 2027.



## **CATALOGING MAINTENANCE CENTER**

Submitted by Dr. Pamela Thomas, Bibliographic Grant Manager

*Report Months.* July-September 2025

Prepared by submitter

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
2.1C	Cataloged 1,497 items (including 768 originally cataloged and 729 records enhanced) and created 40 authority records. Eight authority records were reviewed.  The PrairieCat database cleanup project continues, where 525 bibliographic records were created, enhanced, or merged.  The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues, where 1,976 bibliographic records were deduped/merged (1,247), deleted (30), or edited (699).  The Indian Prairie Community Unit School #204 cleanup project continues, where 622 brief records were enhanced in Destiny.  A new cleanup project, CCS Deduplication, began in September 2025, where 154 records were merged.  Bibliographic records in world languages were in Arabic, Catalan, Chinese, Czech, French, Fula, German, Haitian French, Hebrew, Hindi, Italian, Japanese, Latin, Korean, Polish, Portuguese, Rajasthani, Romanian, Russian, Scottish Gaelic, Spanish, Swedish, Tamil, Thai, Tibetan, Turkish, Ukrainian, Urdu, and Yiddish.  Ninety-four records were merged in OCLC Connexion.	Through cataloging new items and providing database cleanup, CMC staff improve user access to bibliographic records.
2.2A	iCAMP (Illinois Cataloging Mentorship Program) is gearing up for its second year. The applications for mentors and mentees are closed, and the matching phase is almost complete.	iCAMP is sponsored by IHLS and RAILS. We match mentees with mentors and suggest topics for monthly meetings, while also providing support to both mentors and mentees.
	The August Online with the CMC: Let's Rock Down to Electronic Avenue had 31 attendees (14 IHLS, 4 SHARE, 13 RAILS). The September Online with the CMC: Just Dewey it: The Basics of	Online with the CMC webinars focus on a cataloging-related topic and educating attendees. The cataloging training courses offer library staff the opportunity to acquire new skills, enhance existing ones, and expand their knowledge.

#### **CATALOGING MAINTENANCE CENTER REPORT & STAFF ACTIVITIES**

Dewey Decimal Classification had 51 attendees (11 IHLS, 17 SHARE, 21 RAILS, 2 unknown). Offered Cataloging Basics with 14 completers and Focus on Collection Development, a new twoweek class, with 31 completers. Staffed a booth at the PrairieCat Users Group (PUG) day.	Attending conferences allows us to share the free services that the CMC provides.
Uploaded 32 simple and 22 compound objects to CONTENTdm and transcribed 18 documents. Assigned Library of Congress Subject Headings (LCSH) to 978 files for the Abraham Lincoln Presidential Library and Museum.	Continued progress on adding new documents and collections to the Illinois Digital Archives (IDA) website, making these collections globally available and searchable. A Mobile Memory Lab site visit was held at New Lenox Public Library, digitally preserving personal documents, photographs, and objects.
A new bi-monthly newsletter, the CMC Chronicles, was published in July and September, featuring announcements, quick tips, continuing education, a cataloging-related article, and an image of an item recently cataloged by the CMC staff.	The July issue had an open rate of 37.1 % (1,155). The September issue had an open rate of 42.3 % (1,277). A newsletter allows the CMC to promote the free services to a wider audience.
Dr. Pamela Thomas was announced as the winner of the ILA TBS, Inc. Technical Services Award 2025.	By winning this award, more staff in Illinois libraries will be aware of the CMC.



#### **SHARE**

Submitted by Cassandra Thompson and Linda Johnson.

Report Months.
July-September 2025

Prepared by submitters.

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
2.1A	Several team members collaborated on the IHLS Member Day sponsorship team.	Potential sponsors and partner organizations have been contacted to provide support for the annual professional development event, with four vendors participating as sponsors so far.
2.2G	SHARE has partnered with Grove, an Aspen development company, for future catalog enhancements.	Some initial projects include items that members most often request, including re-ordering of eresources, as well as enhancements to patron accounts, like showing cancelled holds and remaining renewals.
2.2E	The team spent the first quarter of the Mobile Memory Lab expansion grant on the planning stage. Dates have been confirmed, and staff have been scheduled with eight of the ten libraries that have agreed to host events.	The first event for the new grant is scheduled for Oct. 20, at Mahomet Public Library District.
3.1F	Met with a former colleague to discuss partnership opportunities, another consortium director to "talk shop," and presented on data storage to the International Coalition of Library Consortia (ICOLC) community.	These were excellent opportunities to participate in the wider library consortia community and build relationships for future collaboration.
2.2G	With the implementation of the AMHS, there were a few policies and procedures that SHARE committees needed to review.	The most significant was the damaged item procedure, to ensure members' items are evaluated and routed correctly.
1.2D	We have had a few new library directors this quarter. The team held three meetings with library directors to discuss SHARE membership, participated in three library visits, and attended six networking events to provide SHARE updates.	These are excellent opportunities to get to know new library leaders, make sure members have the resources they need, and update them about all things SHARE.
3.1E	SHARE Staff Meeting was held on Sept. 25 at Kaskaskia College's Vandalia Center, where SHARE, CMC, and IT had an opportunity for professional development, communication, and team building.	We spent the day discussing department updates, changes to policies and procedures, reflecting on last year's successes, and planning for future projects. In addition, there were team breakout sessions in the afternoon for training and project work.
2.1G	With back-to-school season, our SHARE Circulation Specialist has been busy training members.	There were 21 training sessions, with 37 participants, for a total of 113 continuing education hours.
1.2D	This quarter, patrons borrowed 26,047 owned items and 1,556 pay-per-use items from CloudLibrary.	The CloudLibrary collection now has 57,595 owned items and 209,233 pay-per-use items, for a total collection of 266,828 items available for patron use.

# Team Meeting



Group project for SHARE training.



Group project for SHARE training.



Group training for the Mobile Memory Lab.



Group training for the Mobile Memory Lab.



## **Delivery & Facilities**

Submitted by Colleen Dettenmeier, Delivery & Facilities Director

Report Months: July – September 2025

Prepared by submitter.

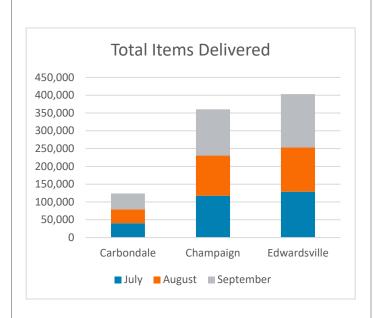
## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
1.1A	Host Board & Member Meet and Greet and Automatic Material Handling System (AMHS) Tour at Champaign Hub	This event provided a valuable networking opportunity for board members and SHARE member libraries, fostering stronger relationships and open communication. Attendees participated in a guided tour of the Automatic Material Handling System (AMHS) at the Champaign Hub, gaining insight into how the system streamlines materials processing and improves efficiency. The demonstration supported professional development and enhanced understanding of the technological infrastructure supporting resource sharing among member libraries.
2.1A	Host Automatic Material Handling System (AMHS) Go-Live Meeting with SHARE Member Libraries	This meeting served as an important learning opportunity for SHARE member libraries in preparation for the launch of AMHS sorting. Participants received essential information on processes, expectations, and operational details to ensure a smooth and informed transition. The session promoted readiness and alignment across participating libraries, helping to support a successful implementation of the AMHS.
2.2F	Provide System Delivery to IHLS Member Libraries	IHLS staff successfully provided contactless delivery of 887,590 items to member libraries across the system. Additionally, the Delivery On the Go (DOGs) same-day, same-route service facilitated the transfer of 10,953 items, supporting efficient and timely resource sharing.  As part of ongoing fleet management, one staff van and four delivery cargo vans for FY2026 replacements were ordered, and final details for the box truck quote are being completed.  The hiring process was also conducted to fill several delivery staff vacancies, ensuring continued service reliability and operational stability.
2.2F	Implementation of Automatic Material Handling System (AMHS)	IHLS staff prepared for and implemented the Automatic Material Handling System (AMHS) at the Carbondale Hub to improve sorting efficiency and streamline delivery operations. This included site preparation, staff training, and system integration to ensure a smooth rollout. The

#### **DELIVERY & FACILITIES REPORT & STAFF ACTIVITIES**

		implementation supports faster processing times and enhances the overall effectiveness of resource sharing across the region.
3.1E	Rollout of Drivers' Manual	IHLS staff conducted an all-driver staff meeting to review and finalize the Drivers' Manual, ensuring all operational procedures were clearly outlined and up to date. The manual was officially rolled out, providing consistent guidance for delivery staff and supporting safe, efficient, and standardized service across the system.
3.2A	Annual Report Components & Annual Meeting Planning	IHLS staff completed the required annual report metrics and narrative documentation for timely submission, ensuring compliance with reporting requirements and transparency in operations.  In addition, staff played a key role in preparing for the Annual Meeting, assisting with logistics, planning, and coordination to support a successful and engaging event for members.

## **Delivery Statistics** July – September 2025









#### **MEMBERSHIP**

Submitted by Ellen Popit, Associate Director

Report Months.
July-September 2025

Prepared by Submitter

## **Department Activity & Accomplishment Highlights**

Op. Plan Objv(s)	Activity	Description of Purpose & Progress/Results
1.1A	10 Site Visits were done at member libraries.	These one-on-one meetings with library workers go far in establishing good working relationships with the system as a whole.
1.1A	The Membership Team was represented at eight networking group meetings.	Being a part of these regional meetings is a valuable source of input for system staff.
1.1A	Three "Members Matter" sessions were offered and recorded for library staff who could not attend in real time.	This monthly time slot is a fixed way for IHLS to update our membership on system and statewide activities, as well as an opportunity for us to seek input.
1.1A	10 Directors Chats were hosted by Membership Team staff.	Weekly online chats are another outreach effort that has afforded our membership the opportunity to discuss challenges and share information.
1.1B	Development of the iLEAD Trustee Training Portal continues, and Outreach is ongoing.	As the iLEAD Trustee Training portal continues to grow, so does the perceived need for robust trustee training.
1.1D	Focused support has been provided to the Coulterville Public Library District and the Mississippi Valley Library District as they face very public challenges.	A system presence in these circumstances provides support to the library and informs system staff.
1.3D	A site visit was done at the Olmsted Public Library to discuss the reestablishment of system membership.	This library had been a member of a legacy system and may again meet system membership criteria.
1.3D	A discussion regarding reestablishing the Washington Park Public Library was held after a hiatus of several years.	This library was also a member of a legacy system but has not functioned for a number of years and there is an effort to rebuild.
2.1A	Three "Third Thursday" sessions were offered on topics ranging from supporting neurodiverse persons to effectively using Canva.	This dedicated slot for professional development opportunity brings a diverse offering to our members. When allowed by the presenter, these are recorded for future viewing.
2.1A	The 3 <sup>rd</sup> Annual Library Workers Symposium was offered for school library workers statewide through the cooperative work of IHLS and RAILS staff.	This online learning opportunity for school library workers is perfectly placed on the calendar and kicks the school year off in a most positive way.
2.1A	Development is well underway for the 2026 Member Day to be held on February 19 <sup>th</sup> .	This annual activity "takes a village," and planning is a year-long activity.
2.1A	Book repair workshops were held in Taylorville and Olney	Now entering the second round, these workshops are offered in response to expressed member needs.
2.1A	A Notary Q&A was offered for members in August.	As the laws surrounding this service have changed, offering an update for IHLS members was appropriate.

#### **MEMBERSHIP AND GRANTS REPORT & STAFF ACTIVITIES**

2.1A	A special edition of Members Matter was held to discuss the progress of the AMHS.	This Members Matter was placed on the calendar in order for member libraries to be updated on the progress of the AMHS project.
2.1A	21 "newish" IHLS Library Directors participated in Directors U in August. Kate Kite served on the planning team, and Leslie Bednar presented.	Directors University is an invaluable statewide effort to support new library directors.
2.2E	The second season has begun, and three episodes have been produced of "Can't Shelve This" the podcast cooperative produced by RAILS and IHLS with Leah Gregory as one of the moderators.	This cooperative effort has grown in popularity and outreach, becoming a significant resource for the school library community.
2.2E	In an effort to stay connected on regional and statewide levels, the membership team is represented in the following working groups:  • AISLE Conference Steering Committee • AISLE Board of Directors • Rebecca Caudill Young Readers Book Award Board of Directors • Directors University Committee • ILA Conference Planning Committee • ILA Public Policy Committee • ILA Reporter • iLEAD Advisory Committee • Partnership for School Libraries	Members of the Membership staff connect with colleagues statewide in an effort to provide support and also ensure that IHLS is a partner in diverse initiatives to enhance library service throughout the state.