

Director & Staff Activity Report



Illinois Heartland Library System

February 2021



Admin Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATIONS GOALS:

Submitted by Shandi Greve Penrod, Marketing Coordinator

Communicate effectively and efficiently with IHLS stakeholders.

Advocate for the organization and our members.

Highlights

February was used as a month to take a step back from some of the usual daily tasks and take a look at some of our existing processes. Are they effective? Can they be made better? What tools or procedures would we need to make our workflow more efficient, particularly while we are down a staff person? This led to a few changes. For example, we began posting many of our social media posts through Hootsuite rather than through the native apps. We also worked with the Communication Team, IT staff, and staff users to craft and refine flexible forms for staff to submit documents to both the Proofing Team and Publishing Team (the two marketing and communication staff members plus the SHARE staff member who handles SHARE member emails).

Regarding social media, IHLS has been posting significantly less. This is primarily in part to having one staff person instead of two. However, we have determined that we likely do not need to post as often as we were the last several months. Further analysis of the numbers will help us identify an optimal posting schedule, and reevaluating the social media strategy will help us provide the most useful content to members.

On a similar note, February was a month of revising and planning. Marketing and Communications staff worked with vendors to correct and tweak vehicle graphics. FY2021 goals were evaluated for how much was successfully accomplished: completed, ongoing, yet to be accomplished, and not able to be accomplished (primarily because of a pivot in priorities due to the pandemic). The FY2021 public relations budget and expenditures were also evaluated. Then, new goals and a budget were drafted for FY2022, keeping in mind that spending would need to be minimized for FY2022.

Promotion:

- *Advocacy:*
 - For libraries: Illinois Library Association Legislative Meet-Ups
 - For libraries and IHLS: IHLS Surplus Vehicles Grants awarded to libraries
 - For CMC: Inside the CMC: The Roosevelts, Campobello Island, and Women's Involvement in the New Deal
- *CE & Networking events/opportunities:*

- *IHLS*
 - Sexual Harassment Prevention Training
 - IHLS Library Directors' Chats
 - Adding Color to Your Summer Reading Program
 - Members Matter: Library Ethics 101
 - Library certification
 - Public Library Per Capita and Equalization Aid Grant

General Communications:

- *IHLS*
 - Building closure text messaging system
 - Delivery quarantine reduced from 72 hours to 48 hours
 - IHLS Member Connection (2/16/2021)
 - Board nominations
 - Staff Connection newsletter (2/4/2021)
 - IHLS Surplus Vehicles Grant recipients
 - Discontinuation of RBdigital
- *SHARE:*
 - Solus app
 - SHARE Member Notes newsletter (2/8/2021)

Formal research:

- Ongoing A/B testing on emails

Training/networking events attended by department staff:

- Bystander Intervention in the Workplace (voluntary all-staff training)
- OpenGov Training (staff training)
- Nonprofit Marketers Network webinar
- Illinois Marketing Forum Online Roundtable

Advocacy/networking events attended by department staff:

- Illinois Library Association Legislative Meet-Ups



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

HUMAN RESOURCES GOALS: 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. Explore Opportunities to enhance human resources knowledge across member libraries.

Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, ILA Jobline, monthly staff newsletters, and member newsletters. Current job openings include: SHARE Bibliographic Services Manager, Human Resources Assistant, and CMC Cataloger.
- In our ongoing efforts to educate new staff on all IHLS policies and procedures upon hiring, the new hire orientation was presented via Zoom for the onboarding of two new Sorters in our Edwardsville location.

Support and develop IHLS staff.

- Continuing education is important to the success of our organization. We want employees to continually improve upon knowledge, skills, and abilities for professional development. The chart below outlines course completion for February.

Live workshop or online training	Format	# of staff
How to Get Employee Appreciation Right Amid COVID-19	SHRM.org	1
Beginning Graphic Design Tutorial at GCFGlobal	gcfglobal.org	1
Module 2 Authorized Agent Webinar: Wage Reporting	IMRF	1
The First 100 Days: Employment Law and the Biden Administration	FordHarrisonLLP	1
Sexual Harassment and Discrimination - Employees	GallagherCore360	3
Basics of Defensive Driving (GB)	GallagherCore360	3
Defensive Driving-Accident Scene Management (GB)	GallagherCore360	3
Defensive Driving-Backing Safely-R is for Reverse (GB)	GallagherCore360	3
Defensive Driving-Reducing Winter Weather Accidents (GB)	GallagherCore360	3

Live workshop or online training	Format	# of staff
Preventing Back Injuries (GB)	GallagherCore360	3
Illinois Heartland Library System Annual Safety Training	HR Intranet	95
Advanced Body Language	Niche Academy	1
COVID: How to Deal with Problem Behaviors Related to COVID-19	NicheAcademy	1
Dementia and Alzheimer's: Compassionately and effectively working with people with dementia	NicheAcademy	2

Monitor performance evaluation process.

- One of the key components in a proper evaluation process is to ensure that employees understand the scope and expectations within their job responsibilities. Human Resources worked with the Leadership Team to update all job descriptions. This process included employee input as well as managerial input to ensure accuracy and that the job description is accurately reflecting the essential functions of each job here at Illinois Heartland Library System.

Benchmarking Survey

- Human Resources is currently working with HR Source in conducting a benchmarking survey. This analysis will focus on providing industry standards for salary ranges, make recommendations on salary grades for each position, and ensure that each job is classified as exempt or non-exempt in accordance with the Fair Labor Standards Act. We are 50% completed with this process and hope to have it completed by the end of March/beginning of April.

Strengthen member libraries' general human resources knowledge.

- We continue to investigate opportunities to educate member libraries in human resources administration. Sexual Harassment Prevention training will be conducted by Hollaback for our member libraries on March 23rd from 9:30-11:30 a.m. This training will give member libraries vital skills to feel comfortable addressing workplace harassment, as well as meet the Illinois state requirements for taking an annual Sexual Harassment prevention course. The course sign-up is available on L2. We are excited to see the level of member library participation; if we get an overwhelming response, we have the ability to schedule another course to meet library member demands. Currently we have over 50 participants signed up.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

We began our budgeting season with user training for the OpenGov Budget & Reporting software. We then met with the individual users to go over their budget proposals in more detail. This software is going to allow the managers access to their budget with the ability to monitor the revenue and expenses as they are recorded. Also, there are reporting capabilities that can be used in many aspects throughout the organization.

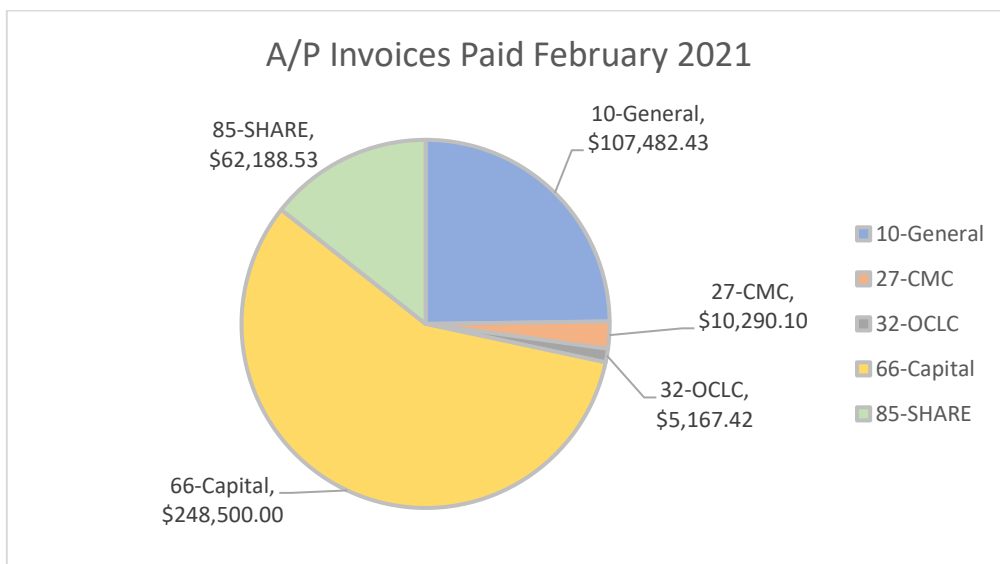
An investment update was presented to the Board at the February meeting. The Board approved opening a 12-month Certificate of Deposit (CD) at Scott Credit Union totaling \$248,500. IHLS opened this CD on February 26.

ACCOUNTING GOALS:

Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Attended weekly staff High Five meetings.
- Analyzed and prepared budget update reports for department heads.
- Attended budget meetings with departments.
- Completed the annual safety training.
- Attended a meeting with representatives from our health insurance management site.
- Arranged and attended OpenGov Budget training.
- Attended AskIT Multifactor Authentication training.
- Attended Advanced Body Language webinar.
- Attended MIP Fund Accounting Nonprofit Financial Health: The Full Research Study webinar.
- Attended a meeting with representatives from OpenGov.
- Attended a meeting with a representative from Color Art.
- Prepared the annual Investment Update to present to the Board.
- Attended weekly COVID-19 Response Team meetings.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in February.
- Prepared January 2021 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets Reports for IHLS Finance Committee and Board of Directors.

- Generated and mailed 144 accounts receivable invoices (OCLC: 13 monthly and 111 transactional; SHARE: 2 monthly, 2 transitional, and 9 cloudLibrary eBook purchases; General: 1 ILDS project, 5 Serving our Public books, and 1 Library Law book).
- Received and posted 111 accounts receivable cash receipts checks totaling \$403,980.78 (OCLC: 41, SHARE: 59, and General: 11).
- Received and entered 45 accounts payable invoices.
- Disbursed 47 accounts payable checks totaling \$433,628.48.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT department has been learning new technologies at breakneck speed. With the pandemic and all the working from home, we've been forced to roll-out cloud technologies much faster than anticipated. The transition from traditional on-premises servers and services to cloud-based solutions has happened much faster than planned. This isn't all bad. Sometimes just jumping into something is the best way to learn. However, we don't always get to test beforehand. Changes we make often affect users right away. This is very different than the way we've worked in the past. This is an exciting time in the world of technology as everything we've done in the past is changing from an IT administration standpoint.

I've been testing the new phone system with a few users with great success. Thank you to Jill Trevino, Cassandra Thompson, and Leslie Bednar for accepting the invitation to enable their Teams app with a direct phone number. It's helped us decide whether going this route is a viable solution for IHLS. All the automatic attendant messages and menus will have to be recreated in the new system, but I'm hopeful that this will be a very positive change. More information about the phone system in the board packet this month.

Goals:

Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to the IHLS website.

- Ameex has sent revised quote.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

February has been a busy month for catalogers. The Cataloging Maintenance Center catalogers worked on a variety of materials including Spanish language items, braille books, atlases, serials, archival materials, photographs and postcards, computer files, audio recordings, and books. The first picture below is a display of postcards showing street and business scenes from Grayville, Illinois in the early 1900s. The next picture is a box of President Ronald Reagan memorabilia.



Postcards from Groff Memorial Library



President Ronald Reagan memorabilia

SHARE catalogers had 378 requests for \$3 bibliographic records and have added an option to submit them by spreadsheet with a limit of 25 books on each. This will make it easier and faster for library staff to submit when working with multiple items. 472 physical items were delivered to our hubs for cataloging including books, videos, audiobooks, games, puzzles, and kits like those pictured here from Catlin Public Library.



Robots Can't Dance kit



Brain in a Bag kit

CATALOGING SERVICE FOR SHARE GOAL:

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database to ultimately increase resource sharing.

- Cataloged 472 items for SHARE member libraries.
- Imported 378 \$3 bibs for SHARE member libraries.
- Created 119 on order bib records for SHARE member libraries.
- Cataloged 63 items for new member libraries joining SHARE.
- Merged 103 bibliographic records, cleaned/corrected 2,991 bibliographic records, and cleaned/corrected 313 item records.
- Assisted Ben-Gil Elementary School, the newest transitional library, with a barcoding day.

CATALOG TRAINING FOR SHARE MEMBERS GOALS:

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 (Resource Description and Access), OCLC, and Library of Congress.

- Taught the monthly Catalogers Training Session with 62 participants.
- Conducted one online Barcoding I class with 8 participants.
- Taught a Dewey Decimal Classification webinar with 14 participants.
- Handled over 240 emails and contacts.
- Reviewed and imported 20 files with a total of 65 bib records for beginning catalogers.

CATALOGING MAINTENANCE CENTER (CMC) GOALS:

Provide cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

- Created 4 NACO name authority records for improved user access.
- Cataloged 165 items for libraries in Illinois.
- Presented an Online with the CMC session entitled: *The Good, the Bad, and the Just Plain Weird: A Short Guide to Cataloging Oddly Bound Books* with 39 participants.
- Created metadata templates, renamed files, and organized photographs for Marshall Public Library's oral history project in preparation for uploading to CONTENTdm and IDA (Illinois Digital Archives).
- Corrected bibliographic records in the SHARE database to distinguish between vinyl records and compact discs.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Continued cataloging postcards and photographs for Groff Memorial Library in Grayville, Illinois.
- Cataloged music audio discs for Roosevelt University Library.
- Cataloged braille books for Mattoon Public Library.
- Worked on content for a new Moodle course about cataloging 3D objects, kits, and realia which will be ready this spring.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



One of the wonderful things about doing the monthly Delivery Activities Report for the board is there is a written record of each month or an overview.

The one-year marker of the pandemic is fast approaching. I took the time to review last year's board report.

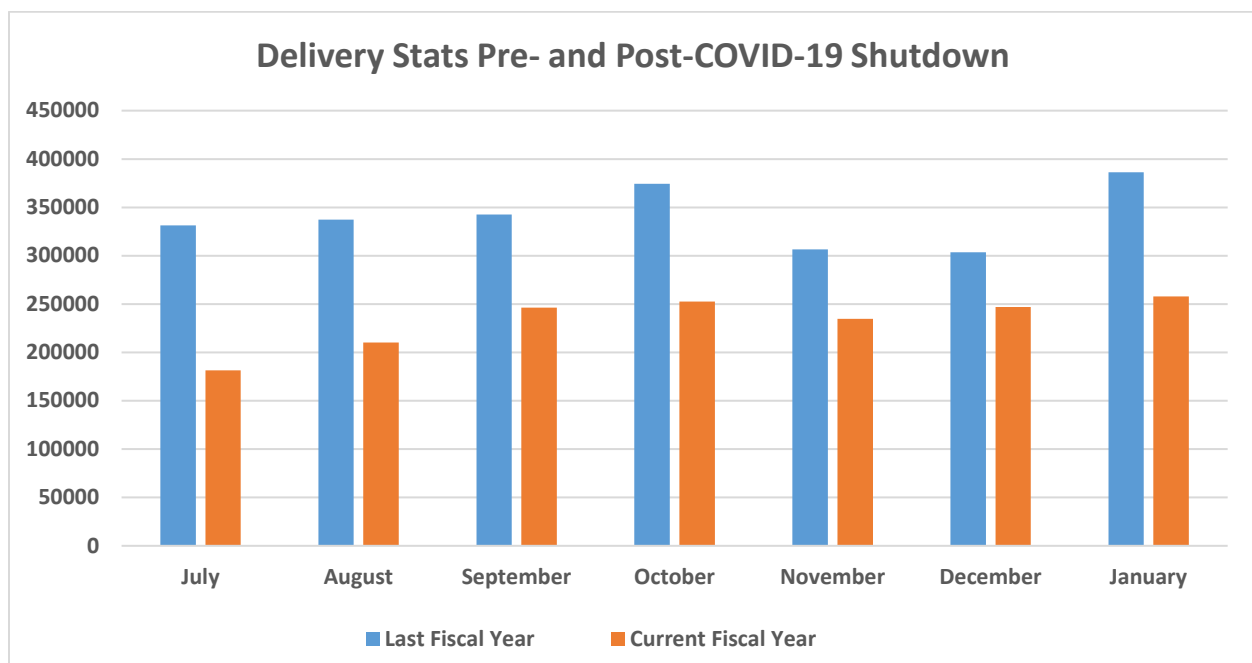
"Yes. The world has changed as we knew it. I am in more meetings than normal. IHLS Delivery needs to be seen. Our member libraries are going through challenging times and need to know that we are here. I have been reading, reading, reading the recommendations for safe material handling. We are in a rather unique situation where we touch all libraries' items. And, keeping that in mind, we will be having a delivery task force meeting to help make sense of this pandemic. We need to make sense of how to reduce exposure for our staff and libraries. While I would never ever wish for this situation, I think there are learning opportunities for us. I believe that after we come back, we will have new processes that will make delivery not only better, but also safer and cleaner."

This reflects where delivery was, and as I think about this, I realize that by IHLS being an organization that looks forward, well, that is how we got through those first few months that turned into another few months. That then turned into the realization there was not going to be an end where we returned to the way we were prior. And that knowledge was freeing in itself. We no longer had to figure out how to return to the way we were... we could now create a better, more responsive, safer delivery system.

Libraries have been amazing. In IHLS, we have a supportive partnership with our member libraries. This enables us to attain new levels of service. And that, in turn, supports the libraries

who are supporting their communities. Physical resource sharing is on the rise again, which is so encouraging when combined with all the e-resources that are being used, because new groups of library users are being served.

Below is a graph that shows where the numbers for items through delivery are currently compared to where they were a year ago. While I see this representing the larger resource sharing, it by no means is encompassing all the great things that libraries are doing. In delivery, we only have access to the number of items we see flowing through our hubs. We are able to have these numbers because of our processes using the iPads. Again, quick shoutout to Brant Wingerter, SHARE Web Developer, who developed the original app and continues to enhance the app for us to be able to, as accurately as we can, track data.



Pretty amazing, yes? You must remember that not every library was operating at “normal” levels or even providing ILL (InterLibrary Loans). These numbers are just reflecting the interlibrary loans; not what each library was doing in-house.

So yes, “While I would never ever wish for this situation, I think there are learning opportunities for us. I believe that after we come back, we will have new processes that will make delivery not only better, but also safer and cleaner,” still rings true.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

After over a year of review and discussion, SHARE was finally ready to present a mobile app option to members! On Wednesday, February 24, we invited Solus to present their app and how it would benefit our members. A member comment period will follow.

LLSAP (SHARE) GOAL:

Provide an innovative resource discovery, sharing, and delivery system.

- Held RBDigital User's Group Meeting to discuss the OverDrive merger.
- SHARE Executive Council met to discuss upcoming initiatives and the status of the e-books grant.
- Met with a member to discuss going fine free.
- SHARE Circulation & Resource Sharing Committee met to discuss patron codes.
- Met with vendor, The New York Times, regarding changes to existing pricing structure.
- Met with vendor, Brodart, regarding new digital comics package.
- Hosted vendor demo with Solus with 74 attendees at the live event, and 157 views of the recorded demo.
- Shared a Polaris Leap demo, along with additional training resources.
- Participated in the Reaching Forward South conference committee meeting.
- SHARE staff attended the virtual ILA Legislative Meetups.



LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Attended three Directors' Chats.
- Prepared a packet of information and met with a potential member to discuss SHARE benefits.
- SHARE staff taught two virtual circulation workshops, with a total of three participants.
- Recruited volunteers for the SHARE Executive Council and SHARE Bibliographic & Cataloging Standards Committee.

ILLNET INTERLIBRARY LOAN GOAL:

Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).

- SHARE staff provided instructional materials, including a video, so that members can complete their interlibrary loan traffic survey.
- Assisted libraries in placing interlibrary loan requests via the American Library Association's free request form, for those libraries that are not OCLC or consortial members.
- Communicated the process in which libraries honor interlibrary loan requests outside of OCLC or SHARE, via both the IHLS and SHARE newsletters.

E-RESOURCES GOAL:

Increase familiarity with and utilization of e-resources.

- CloudLibrary users checked out 32,957 owned titles and 2,269 pay-per-use titles in February.
- SHARE staff created resources for members for Black History Month, as well as a shelf, Celebrating Black Voices.
- Planned a continuing education webinar to discuss e-resources available to school libraries in conjunction with the Association of Illinois School Library Educators (AISLE) and Reaching Across Illinois Library System (RAILS).





Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

February saw two annual events pop up on our calendars. The first was the series of legislative meet-ups sponsored by the Illinois Library Association and the second was the beginning of the annual certification process for all Illinois Heartland Libraries. Both of these activities provided the IHLS staff multiple opportunities to interact with members which is always beneficial to all involved.

MEMBERSHIP GOALS:

Review membership of all system agencies on an annual basis. Support member libraries in their efforts to provide excellent library service to their stakeholders.

- As this report is being written (03-15-2021) 226 (of 524) member agencies have completed the certification. The breakdown is 7 academic libraries, 135 public libraries, 76 school districts and 8 special libraries. Using the L2 platform has seemed to work well for our libraries and system staff is available to work any library through the process.

NETWORKING GOALS:

Continue to develop relationships with and among the membership. Continue active partnerships in statewide and national initiatives that support enhanced library service. Work with library entities that improve member services.

- The legislative meet-ups are unique networking events. It has been observed that a virtual platform does not lend itself easily to one-on-one networking opportunities. However, the virtual platform (at no charge for ILA members) did allow for robust participation.

Southern Illinois (February 5 th)	6 Legislators/59 participants
Metro-East (February 22 nd)	8 Legislators/51 participants
Central Illinois (February 26 th)	9 Legislators/76 participants

- System Staff also participated in the Metro-East Public Library Managers (MEPL) virtual meeting on February 11th.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- In 2020, IHLS was able to offer a series of three webinars focusing on HR topics through HR source; planning began for a similar series through the spring of 2021.