# DIRECTOR & STAFF ACTIVITY REPORT

## August 2017

Looking to FY2017 and Year 6 as a large service organization, the uncertainty of state support is ever present. Illinois Heartland Library System (IHLS) has demonstrated a capacity for providing more and better member services for our members regardless of the financial challenge. Placing member needs first allows us to improve current services and develop new services as well. To paraphrase Aristotle Onassis, *"We have freed ourselves of the hope that the sea will ever rest. We have learned to sail in high winds."*

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Adrienne Elam, CFO*

| Live workshop or online training | Format | # of staff |
|---|---|---|
| Project Management Workshop | Live | 2 |
| Basic Uses of the Comma | Online | 1 |
| Workplace Law | Online | 1 |
| Format Text in Messages in Microsoft Outlook 2016 | Online | 1 |
| Microsoft Outlook 2013 Reading and Writing Email | Online | 1 |
| Handling Stress | Online | 1 |
| Learning Microsoft PowerApps | Online | 1 |
| IOS 11 First Look for Developers | Online | 1 |
| Building and Securing RESTful APIs in ASP.NET core | Online | 1 |
| From battlescarred to supercharged: How Electronics Arts created a brand voice to overhaul their customer experience. | Online | 1 |
| Local Government Law: Are you tweeting into trouble? | Online | 1 |

# INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

Schools are back in session and this year was a very smooth year for technical issues. Many of the improvements that were made last year and over the summer have proven to be very successful in managing the extra load of our many SHARE libraries. We continue to make improvements using software optimizations and best practices that extend the usefulness of the hardware we have and also making the most of the money that has been spent on infrastructure so far.

With so many libraries relying on their internet connections to get to all of IHLS resources, it is more evident when those connections aren't as reliable. We had several incidents where large areas of an ISP (Internet Service Provider) were affected by slowness or outages. There is very little IHLS can do in these cases--we do everything we can and contact our resources at the Illinois Century Network (ICN) for assistance with all connections.

## IT

**Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Provide support for Core System Services.**

- Champaign office local server was offline for a few days and this affected some internal data processes. There was no outage for our libraries during this time.
- The server situation at our Champaign office has made us look at where data is physically stored on servers. IT staff have moved some data to other servers so that its safer and more redundant in the event of another outage.
- IT staff continue to answer many trouble tickets daily.
- Continued work on the IHLS membership database is going well.



**Brant Wingerter**
**Web Developer**

**Troy Brown**
**IT Director**

**Brandon Chapman**
**Network Administrator**

# MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Membership and Grants Director*

During August, site visits were made to the following libraries:

| | | |
|---|---|---|
| Lincoln Library (Springfield) | Riverton Public Library | Sherman Public Library |
| Charleston Public Library | Mattoon Public Library | Belleville West High School |
| | Pinckneyville Public Library | |

On August 3rd, Ellen Popit participated in an ILLINOIS READS planning meeting in DuQuoin. The statewide launch of this initiative will be held at the DuQuoin High School in March, 2018

Chis Dawdy participated in the August 24, MEPL  (Metro-East Public Library Management) meeting



Charleston Public Library



Belleville West Public High School

## OPERATIONS & DELIVERY

*Submitted by Susan Palmer, Operations Director*

Delivery has been busy with several projects. We have helped with the Think Outside The Barn group that provided free books (with Illinois Library stickers on them) to Farm Progress attendees. This happens every two years in Decatur.

Also, schools came back in session, so there has been communication flowing back and forth with school librarians, making sure that the routes were working with their schedules. Some tweaking has been necessary and there has been a really good rapport between the schools and IHLS Delivery staff.

The managers are working on completion of a driver training program that will insure all drivers are trained the same. Standardization of processes is our goal.

I have been working with Stephen Strohl, from Mobius (Missouri's consortia of academic and public libraries) on a presentation to be given October 5 at the Missouri Library Association Conference in St. Louis. It is a joint presentation on how delivery can be done efficiently and effectively. Stephen will be sharing his multi state outsourced delivery model and I will be discussing how IHLS provides the service with our own drivers, sorters, vans and equipment. I see an opportunity to share what we do really well and help other states to either replicate our model or use parts of it.

I participated in a Project Management class from Fred Pryor. It was so informative. I loved the mind mapping part of how to figure out all the parts of a project. This will be very effective in dealing with the various projects delivery/operations have going at any one time. It should help minimize things falling through the cracks. My favorite quote from the session was in reference to what project managers do..."My boss dreams where trains can go. I build the tracks."



Tolono Public Library



Think Outside the Barn

## DELIVERY

**Goals: Efficient provision of delivery services designed to support resource sharing among IHLS members.**

| August 2017 | IHLS LIBRARIES DELIVERY | IHLS HUB TO HUB DELIVERY | ILDS – CARLI DELIVERY |
|---|---|---|---|
| Carbondale | 28,777 | 14,360 | 713 |
| Champaign | 113,266 | 26,000 | 1,834 |
| Edwardsville | 125,173 | 31,440 | 2,113 |

### July 2017 - August 2017 Items Incoming
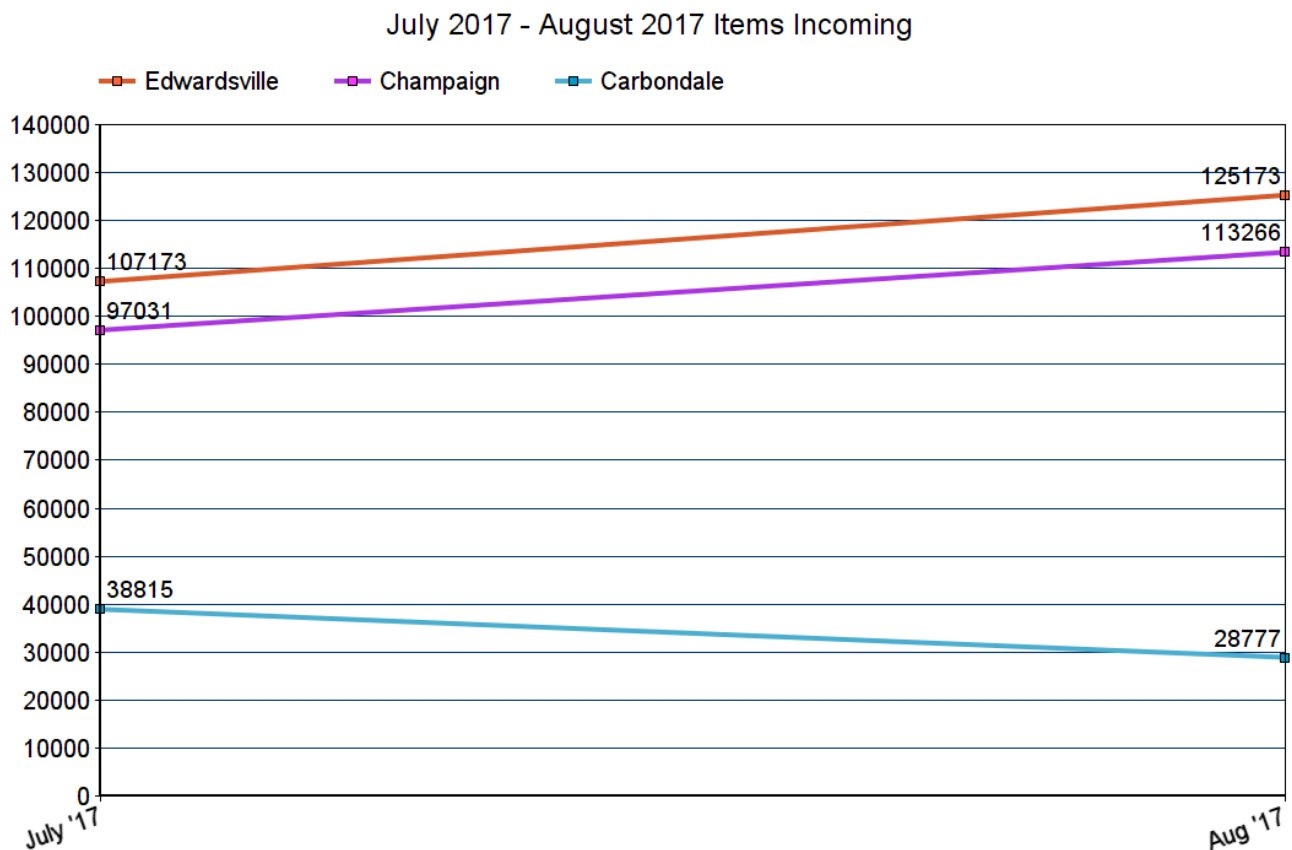
# SHARE

*Submitted by Joan Bauer, Interim SHARE Co-Director*

With the start of the new school year, SHARE staff are busy working with many new school librarians and aides. Additional barcoding and circulation classes were scheduled so that member library staff are properly trained. SHARE staff worked with new member public libraries at Ramsey, Jonesboro, Tilden, and Mounds. Newton High School and Elementary School, Ramsey Public Library, Iroquois West Middle School, Golconda Public Library, and Mt. Olive Schools are/will be circulating soon!

A farewell party for Chris Dawdy was held August 22. We wish Chris the best on her future endeavors – relaxing but also grant writing! Staff helped Think Outside the Barn as they sorted books for the Farm Progress Show, held in Decatur. Staff at all locations did take the time to view the solar eclipse, all were in awe, and no one is reporting eyesight issues.

SHARE Circulation and Resource Sharing Committee Meeting – Committee is looking at basic circulation requirements for all member staff. With only 37 members responding to a poll asking about common loan rules and 19 interested in being part of a pilot program, the committee has opted to not move forward on the project at this time.

SHARE Bibliographic and Cataloging Standards Committee – Starting July 1, all bibliographic records imported into the SHARE database must follow RDA (Resource Description and Access) guidelines. If there are issues with records imported not meeting standards, the Bibliographic Services manager will contact the cataloger and work individually with that person. A cleanup project to correct the bibliographic records cataloged using AACR2 (Anglo-American Cataloging Rulest, 2nd revision) standards that are in the SHARE database will be done in the future.

## CATALOGING SERVICE FOR SHARE

**Goals: To provide cataloging Services for SHARE member libraries. To provide a full level OCLC bibliographic record for the SHARE database. To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database.**

- Staff cataloged 637 items for SHARE member libraries.
- Staff imported 171 $3 bibs for SHARE member libraries.
- Staff created 49 on order bibs for SHARE member libraries
- Staff cataloged 352 items for new member libraries joining SHARE.
- Staff merged 606 bibliographic records, clean up/corrected 5230 bibliographic records, and corrected/cleanup 62 item records.

## CATALOGING MAINTENANCE CENTER (CMC)

**Goals: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. To support access to digitized information found in Illinois libraries and at IDA (Illinois Digital Archives) by providing information on formation and content of metadata.**

- Staff taught one Video RDA class for Copy Catalogers.
- Staff continue editing transcriptions for scrapbooks for the Lombard College.
- CMC staff cataloged 139 items for libraries in Illinois.
- CMC staff created 28 NACO name authority records for improved user access.

## CATALOG TRAINING FOR SHARE MEMBERS

**Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, AACR2, OCLC and Library of Congress.**

- SHARE bibliographic services staff taught 15 cataloging related classes, trained four libraries who are joining SHARE, hosted one Cataloger's Training Session, and hosted one workday for catalogers.

## LLSAP (SHARE)

**Goal: Provide an innovative resource discovery, sharing and delivery system and encourage resource sharing.**

|  | Circulation | ILL | Reciprocal Borrowing | PAC Searches | Holdings | Bibs | Patrons |
|---|---|---|---|---|---|---|---|
| *Aug - 16* | 770,064 | 164,585 | 60,333 | 999,263 | 9,270,779 | 1,828,926 | 820,638 |
| *Sept - 16* | 893,619 | 177,648 | 61,127 | 919,900 | 9,294,272 | 1,842,936 | 812,870 |
| *Oct - 16* | 856,619 | 171,240 | 56,668 | 881,243 | 9,309,983 | 1,845,810 | 814,219 |
| *Nov - 16* | 819,181 | 164,705 | 52,150 | 801,306 | 9,321,947 | 1,848,249 | 814,357 |
| *Dec - 16* | 681,303 | 150,605 | 46,402 | 815,326 | 9,323,317 | 1,847,422 | 814,693 |
| *Jan - 17* | 862,751 | 186,851 | 52,758 | 897,795 | 9,330,945 | 1,849,837 | 816,146 |
| *Feb - 17* | 801,069 | 171,320 | 51,303 | 809,065 | 9,338,607 | 1,842,104 | 815,965 |
| *Mar - 17* | 899,448 | 189,149 | 57,252 | 903,580 | 9,341,656 | 1,843,529 | 816,754 |
| *Apr - 17* | 756,642 | 162,917 | 53,731 | 767,834 | 9,359,144 | 1,845,711 | 816,719 |
| *May - 17* | 686,822 | 152,452 | 55,730 | 767,561 | 9,343,291 | 1,849,368 | 809,673 |
| *June – 17* | 774,872 | 157,431 | 78,136 | 713,745 | 9,354,324 | 1,848,287 | 812,667 |
| *July – 17* | 720,641 | 153,978 | 60,811 | 714,687 | 9,355,933 | 1,847,100 | 814,428 |
| *Aug – 17* | 767,106 | 169,260 | 55,240 | 736,681 | 9,373,712 | 1,848,210 | 820,872 |

## LLSAP DEVELOPMENT

**Goal: To increase members participating in SHARE**.

- West Union District Library voted to join SHARE, with assistance from the Wal-Mart grant.
- Oakwood School District

## ERESOURCES

**Goal: To increase familiarity with and utilization of eResources in SHARE member libraries including (but not limited to) eRead Illinois, eMagazines and third-party databases.**

- Kinmundy Public Library joined the Cloud Library in August.

## CONTINUING EDUCATION

**Goal: To provide continuing education opportunities as allowed by ISL directive.**

- SHARE bibliographic services staff taught 15 cataloging related classes, trained four libraries who are joining share, hosted one Cataloger's Training Session, and hosted one workday for catalogers.
- SHARE circulation staff provided Basic and Advanced Circulation training for members, a special inservice for Decatur Public schools, and worked with new libraries readying them for Go Live in Polaris.

## THE MARC OF QUALITY (TMQ)

**Goals: Improve the quality of the SHARE database, thus improving user access to information resources. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing.**

- Holdings were added to OCLC for SHARE members.

# ADMINISTATIVE STAFF ACTIVITIES

## COMMUNICATIONS

**Goals: Effective and efficient communication with IHLS stakeholders**

- Meetings were held on the rebranding/advocacy project
- Created funding infographic & District 13 flyer for event
- Attended webinars on "From battlescarred to supercharged: How Electronics Arts created a brand voice to overhaul their customer experience" and "Local Government Law: Are you Tweeting Into Trouble?"
- Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook.
- Two (2) grants/award opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- One (1) vendor discount was updated on the Vendor Discount page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, IHLS Member Connection, sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.
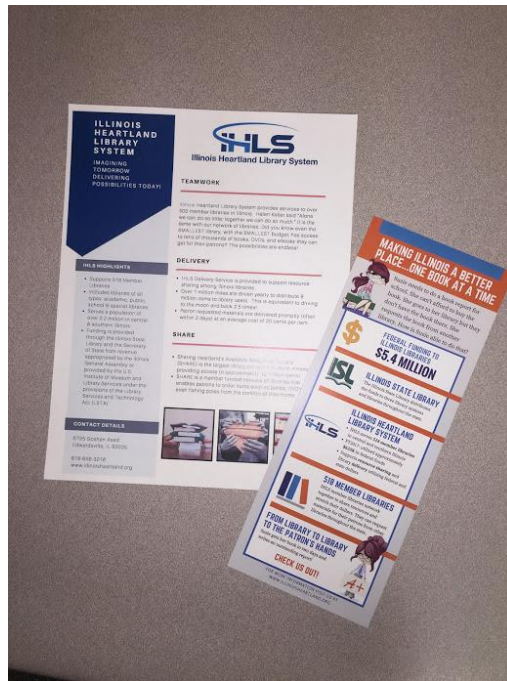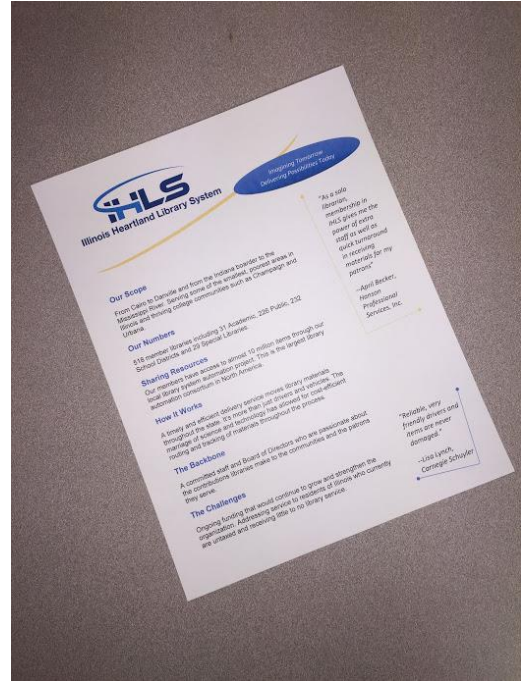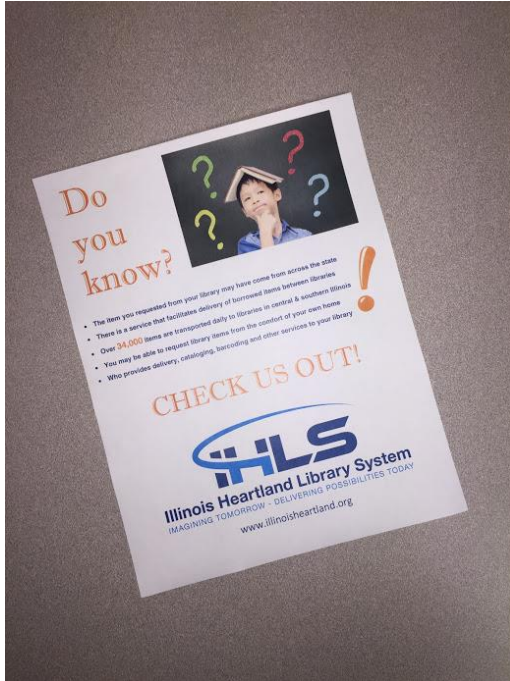
## BOARD SUPPORT

**Goals: Refine process for future board and committee meetings. 100% State and Federal compliance for IHLS/Board and appropriate IHLS staff.**

- Create monthly committee meeting calendar
- Update and send board member contact info
- Begin process to submit the FY2017 Annual Report