DEPARTMENT & STAFF ACTIVITY REPORT

APRIL 2018

As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, continued themes surface: the organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and minimizing the physical geography between our 519 member agencies.

ADMINISTRATIVE STAFF ACTIVITIES

DIRECTORS REPORT

Tell Your Story

In April I had the opportunity to present at the Innovative Users Group (IUG) Preconference in Orlando. The session was targeted to automated library system directors and staff, with my focus the return on investment (ROI) in a barrier-free resource sharing environment.

Many of our stakeholders have witnessed the improvements in library automation and dramatic changes in library delivery frequency of the last few years. We want our member libraries and their patrons to expect high quality service and innovative programs from IHLS. We are up to the task. And our very best effort is the approach required when entrusted with (sometimes scarce) public resources.

Using the IHLS journey from four smaller automated library groups to one large group now known as SHARE, I illustrated the many ways IHLS staff promoted the benefits of a larger consortium.
Through communication, collaboration, compromise and cooperation our libraries worked together to achieve something new. They could see the end result even though it did not yet exist.

Our members focused on the future ROI from months of compromise on everything from loan rules to item types, collaboration on policies, and cooperation as several hundred staff from SHARE member libraries collectively learned the skills to efficiently utilize the Polaris software in serving their patrons.

Another ROI is the value in IHLS membership. Looking at delivery--a system service we provide to all 519 multi-type members—we can demonstrate this ROI several ways depending on the audience:

>>*Elected officials* may be interested to learn in FY2017 IHLS delivered library materials in central and southern Illinois at approximately $.44/item. We moved over 4.2 million items last year.This is good stewardship of public funds.

>>*Member library directors and administrators* would like to know the value IHLS delivery brings to their institution. Take the case of XYZ member library, who in FY2017 received 6,021 items via interlibrary loan for their patrons. Using an arbitrary $10/item, XYZ Library saved $60,210 in collection development to provide materials of interest to their patrons. Library delivery is provided at no charge to our member libraries.

Alternatively, if XYZ Library had to incur delivery costs just one way to provide those 6,021 items to their patrons the annual shipping cost could run about $19,087.57 (which is at $3.17 for an average hardcover item using the Media Mail rate from the US Postal Service).

Again, a return on investment message can come from multiple angles. Consideration of the target audience and what they may need/want/like to hear can determine the tenor and direction of the message.

What ROI statements are effective with your stakeholders? I look forward to continued discussions of this essential advocacy tool.

COMMUNICATIONS

Goals: Effective and efficient communication with IHLS stakeholders, rebranding and advocacy.

- Over 40 participated in the Members Matter meeting on April 3 either by Zoom or VTEL, or in person at the IHLS Carbondale office.
- Attended an ILA Marketing Forum Mini-Conference in Bolingbrook.
- Met with the Marketing and Public Relations Specialist with RAILS.
- Participated in the Reaching Forward South committee meetings.
- Created a new IHLS promotional piece showing library systems in Illinois.
- Created a new CMC promotional piece.

- Through research, yielded several leads and resources of potential interest to IHLS members. In addition to [The State of America's Libraries 2018](#), 2017 Banned Books, and information on the Federal Budget Appropriation Letter, yielded several grant opportunities, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook and Twitter.
- **Eleven (11) grants** were added to the Grants page on the IHLS website.
- Facebook: **29 posts** for the month had a **9,556 reach** or a **318 average reach**. One article, [Children prefer to read books on paper rather than screens,](#) **reached 2,424 people** and had **42 reactions** (likes, love, shares).
- Twitter: A concentrated effort was made to increase Twitter activity by tweeting at least once weekly. **Twelve (12) tweets** earned **3,183 impressions** which averaged **106 impressions** per day. The top tweet earned **928 impressions**.
- The IHLS newsletter, IHLS Member Connection, was sent to over 2,000 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

BOARD SUPPORT

Goals: Improve communication with and support of board and committees. 100% State and Federal Compliance for IHLS/Board and appropriate IHLS staff. Encourage board participation in applicable continuing education activities.

- Distribute committee meeting calendar to board
- Coordinate committee meeting dates and schedule on calendar and in L2
- Prepare networking invitations for Board President
- Shelving installed for record retention permanent records storage
- Coordinated completion of Statement of Economic interest filings

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, HR Generalist

We have one more meeting regarding benefits set for 5/1/18. Once we have spoken to all brokerage firms, we can then make a choice on a final FY2019 benefits package. We have been

working hard to develop more defined processes and have two (2) procedures in place. Supervisor training will be conducted on how each works. We began the timeclock project once more and have begun speaking with companies. Employee files are almost complete. We have had one employee take advantage of having access to their employee file. Requests have been made by other team members to review their file, as more files are completed, they will also have access to review their documents.

Live Workshop or Online Training	Format	# of Staff
Excel 2016- Frequently Used formulas and Functions	Online	1
365 Ways to Live Cheap	Online	1
Characteristics of Projects	Online	1
Coordinating with others: Coordinating Exert Control (Parts 1-4)	Online	1
Cutting Edge Communication: Arrogance and Humility	Online	1
Cutting Edge Communication: Brainstorming and Solving	Online	1
Cutting Edge Communication: Creating Workforce Agility	Online	1
Cutting Edge Communication: Overcoming Fears	Online	1
Excel 2013 Part 1: Apply Number Formats	Online	1
Form W9: Payee Identification and Tax Determination	Online	1
Introduction to Personal Finance	Online	1
Microsoft Excel Keyboard Shortcuts for PC- SkillBuilder Game	Online	1
Microsoft Excel Keyboard Shortcuts for PC- SkillBuilder Game	Online	1
Prioritizing Project Work	Online	1
Business Attire Basics for Women: Casual Attire	Online	1
Healthy Communication: 05. Communication with Your Remote Team	Online	1
Healthy Communication: Games Workers Play	Online	1
Negotiating: 05. Analyzing Upcoming Negotiations	Online	1

HR

Goal: 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.

- Membership Coordinator-Carbondale hub- Start date: June 13th
- Courier- Edwardsville hub- Start date: TBD

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Many of the typical year-end projects are well underway. Making sure projects that were budgeted for are completed, like upgrading some internal network infrastructure and purchasing laptops for all the funds.

Much of the IT department's time has been focused on planning out and getting everything ready for the SHARE server upgrade project. We are on schedule and under budget, so we're very happy about that. The onsite portion of the install will start May 29th, however we will not go live on the new hardware until later in June. All of the hardware has been received and accounted for.

IT

Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Support rebranding effort by implementing a new website design to IHLS website.
- RFP is in the proofreading process for the website redesign. New date for releasing the RFP is June 1, 2018 tentatively.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Membership and Grants Director

The focus in April was certainly soliciting input from our membership regarding initiatives and activities to complete the IHLS Strategic Plan.

NETWORKING

Goals: IHLS will continue to develop relationships with and among the membership. Make IHLS an active partner in statewide and national initiatives that support enhanced library service. Work with other library entities within the state and without.

To gather feedback as we work on the IHLS Strategic Plan, IHLS staff members attended the following networking meetings:
- April 18----Leslie Bednar and Ellen Popit attended the Southern Illinois Librarians Networking Meeting in Benton.
- April 19----Ellen Popit and Cassandra Thompson attended the Small Public Libraries Meeting at the Hope Welty Library in Cerro Gordo.
- April 24----Susan Palmer and Ellen Popit attended the Medium Public Library Meeting in Chatham.
- April 25----Susan Palmer and Ellen Popit attended the Metro East Public Libraries Management in Belleville.
- April 30----Ellen Popit attended the East Central Director's Meeting at the Allorton library in Monticello

In addition:
- April 3----System staff hosted a Members Matter Meeting at the Carbondale Hub.
- April 25----Ellen Popit conducted a site visit with the new director at the Greenville Public Library.

- April 27-28-----Leslie Bednar and Ellen Popit facilitated at the Elevate! event in Springfield, which was attended by 16 IHLS libraries.
- Throughout the month, cooperative work continued on the Rural Library Conference and Directors U.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The SHARE staff have been working diligently to draft the FY2019 Budget, CMC Grant, and IHLS Plan of Service. The SHARE staff have also been reviewing member comments to help inform the IHLS Strategic Plan, and how SHARE can better support membership in the future.

CATALOGING SERVICE FOR SHARE

Goals: To provide cataloging services for SHARE member libraries, including transitional libraries. Increase the usability of the SHARE database by cleaning up duplicate records and incorrect cataloging, and maintaining authority fines in the SHARE database.
- Staff cataloged 874 items for SHARE member libraries. Still on the kick of multi-pack DVDs which usually require original cataloging and more time than other items. With the school season ending, advancing to head of cataloging queue all resources received from schools so that they are catalogued and returned before last day of school.
- Staff imported 281 $3 bibs for SHARE member libraries. Have seen many new libraries trying this option – staff leaves on Friday at 5pm, thinking they are all caught up on the $3 bib options, only to arrive on Monday morning with many requested on Saturday!
- Staff created 61 on-order bibs for SHARE member libraries.
- Staff cataloged 331 items for new member libraries joining SHARE.
- Staff merged 321 bibliographic records, clean up/corrected 3062 bibliographic records, and corrected/cleanup 349 item records.

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 3 cataloging related classes, provided 1 cataloger's workday, and hosted one Cataloger's Training Session. Cataloger's Training Session focused on WebDewey, which will soon be the only way to purchase updated Dewey Classification information, as print book is being phased out.
- Staff handled over 143 emails and contacts.
- Staff also reviewed and imported 17 files with 64 items for beginning catalogers.

- Staff person attended and completed online class on linked data.
- Staff reviewed OLAC (Online Audiovisual Catalogers) Best Practices for Cataloging Video Games, version 1.1 2018
- Staff viewed a variety of YouTube videos, learning LC Classification and marketing, just to name two topics.
- Staff attended IUG (Innovative Users Group) Conference, which was quite interesting this year. Changes are ahead for all integrated library systems' software companies as they plan for linked data. Innovative will be taking a different approach than most, by basing linking and searching on authority records from the library and publishing worlds.

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 digitalized information found in Illinois libraries and at IDA by providing information on formation and content of metadata. Increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.

- CMC staff cataloged 152 items for libraries in Illinois, 4 RAILS libraries and 17 IHLS libraries, including one state agency and one community college.
- CMC staff created 6 NACO name authority records for improved user access.
- Presented RDA (Resource, Description and Access) for Books (April 4, 7 participants) and RDA for Video and Sound Recordings (April 18, 3 participants) at the Illinois State Library.
- Answered questions relating to the Illinois Digital Imaging Grant.
- Staff continue to transcribe immigration and naturalization documents for the SIUE collection.
- Staff attended meetings, planning for FY2019 grant, and future training and presentations.
- Started creating PowerPoints on: FRBR (Functional Requirements of Bibliographic Records), WEMI (refers to works, expressions, manefestations and items—terminology used in cataloging), Weeding, and other topics for upcoming training.
- Cataloged item from Stinson Memorial Library (Anna) about Arthur and Patience Allen, the first African American family in Union County, Illinois in 1828. They were free African Americans from North Carolina that moved to Illinois due to the deteriorating conditions in North Carolina.
- Cataloged a watercolor book about the war in Kuwait. Drawings and watercolors by Colonel (Ret) Michael R. Morrow. Beautifully done for such a somber subject.

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.
- Continue researching best ways to deal with batchloading for OCLC.

LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
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
Sept - 17	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047
Oct - 17	865,650	147,426	53,008	696,422	9,401,001	1,849,376	811,211
Nov-17	805,899	134,963	49,454	686,965	9,410,518	1,850,983	809,708
Dec – 17	651,911	113,043	43,335	589,394	9,408,362	1,850,700	808,091
Jan – 18	816,741	153,201	52,460	706,801	9,425,592	1,829,536	801,956
Feb – 18	777,421	135,068	50,326	672,052	9,410,858	1,851,088	800,267
Mar – 18	841,566	143,490	60,610	700,810	9,407,531	1,851,886	802,185
Apr – 18	781,976	135,061	51,776	699,524	9,401,887	1,853,051	798,659

- Members of the Cloud Library are beta-testing a new pay-per-use model for eAudio. Due to the use of this service, we are now able to offer an additional 19,913 unique titles to our collection. They can also be loaned concurrently, rather than in a holds queue. Without any advertisement, patrons have already downloaded 1,703 audiobooks, with an average price of $1.51 per download. The cost to purchase each of these titles would have been $29,697. Instead, the cost of providing those materials to our members was about $1,000.

- The Zinio app was officially replaced by RBdigital as of April 17th.
- RBdigital offered several webinars and presentations regarding their product and a new pricing structure.
- The eResource renewal notices have been sent to members.
- The SHARE Admin Team has been working to clear old user logins in the SHARE database.

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- The SHARE Management Team attended a Members Matter event in Carbondale on April 3rd.
- The SHARE Director attended the monthly Directors' Chat on April 4th.
- On April 19th, the SHARE Director attended the Small Pubs Meeting with the Membership Director to solicit feedback about the IHLS Strategic Plan. As part of these ongoing discussions, we were able to immediately implement a new procedure allowing member networking groups to use the IHLS Zoom license to help connect members that cannot travel to a meeting. This will help facilitate networking and member communications. Other common requests included more training and site visits. The SHARE staff will continue to work to provide innovative solutions to meet member needs.
- Bethalto Public Library's main building is closed for renovations, so no holds were allowed on their material for the month of April.
- Centralia Public Library District will be closing their branches at the end of June: Irvington, Odin, Ralph W Bernice & Sandoval. Holds have been turned off for all branch items.

ILLNET INTERLIBRARY LOAN

Goal: Increase familiarity and compliance with the ILLNET Interlibrary Loan Code.

- The SHARE newsletter included reminders stressing the importance of communication to prevent ILL violations.
- There were also reminders to not attach in-hand items to "ON ORDER" records, since that will delay proper placement of holds.
- The April 12th Circulation & Resource Sharing Committee Meeting was rescheduled to May 2nd.
- The SHARE Administrative Staff have been working to provide data to members for annual reports.

CONSULTING AND CE

Goal: To be responsive to the expressed needs of member libraries for consulting services.

- There was a reminder in the April SHARE newsletter about all available SHARE listservs, in order for members to keep current with IHLS and SHARE news.
- SHARE staff held Circulation trainings on April 4th and April 25th, a Circulation in-service at the Brighton PL on April 13th, and SHARE Reports trainings on April 19th. There were also two Cataloging trainings on April 10th and April 24th, a workshop on April 19th, and a site visit to the Litchfield High School for barcoding training.
- On April 28th, a SHARE staff member attended the Mt. Olive Public Library open house, helping patrons with eBook questions.

CONTINUING EDUCATION

Goal: To provide continuing education opportunities as allowed by ISL directive.
- As part of advocacy efforts, and as a former Rotarian, the SHARE Director applied for membership to the Edwardsville Rotary Club.
- The SHARE Director and staff reviewed *Citizen-centric Advocacy: The Untapped Power of Constituent Engagement,* a report of the Congressional Management Foundation, and *From Awareness to Funding: Voter Perceptions and Support of Public Libraries in 2018*, an ALA Office of Advocacy report.
- The SHARE Director also completed FOIA and OMA training.

- The SHARE Management Team and SHARE Technology Staff traveled to Orlando, Florida the week of April 22nd to participate in the Innovative (Polaris) User Group Conference. They got to learn more about upcoming technologies, learn from other consortia, and get ideas for future projects. It was also great to see how innovative the SHARE technology team is by comparison.

OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES
Submitted by Susan Palmer, Operations Director

Diane Foote, the Director of ILA (Illinois Library Association) reached out asking for photos representing delivery. Arlanna Fries (Carbondale Operations Manager), Linda Petty (Edwardsville Operations Manager) and Linda Kates (Champaign Operations Manager) happened to be having an in person meeting in Carbondale. They immediately started brainstorming some possible pictorial representations of IHLS Delivery and were able to create some great photos that we sent to Diane. The photos were going to be used when Diane attended the Legislative Days in Washington D.C. on materials the delegation was going to share with Legislators. This is representative of the teamwork that is just second nature to the employees of IHLS.

With budget time upon us, the Operations Managers, Angela and I have been busy first determining what items are necessary for next year and second, obtaining estimates to be able to put an amount to the vision.

Ellen Popit and I have attended several member networking meetings to get feedback on our goals goals and how to achieve those goals for our Strategic Plan of Service. These meetings have been very informative.

Attended the ILA Marketing Forum Mini Conference up at the Fountaindale Public Library in Bolingbrook, Illinois. The "keynote" speaker, Kathy Lussier, from Library Aware (associated with Novelist), shared how a library with any sized budget, could

effectively market by looking at whatever one's favorite stores were and duplicating some of those techniques. She recommended Anthropologie to jump start from as well as using Pinterest. She also shared how partnering with say a theater in your town to provide some of their posters + your books/DVDs items to create a fabulous display that will attract patrons for both the library and the theater.
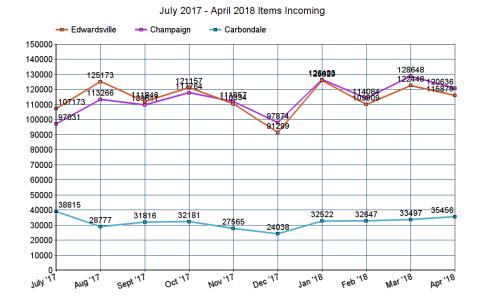
DELIVERY

Goals: Efficient provision of delivery services designed to support resource sharing among IHLS members. Provision of accurate information and educational tools to support delivery. Accurate member library delivery data in L2 (Library Learning)

April 2018	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	35,456	13,333	615
Champaign	120,636	27,560	1,938
Edwardsville	115,876	30,200	2,082

July 2017 - April 2018 Items Incoming