



Illinois Heartland Library System



DIRECTOR & STAFF ACTIVITIES REPORT JULY 2019



Administrative Report

Submitted by Leslie Bednar, Executive Director

BUSY, BUSY, BUSY!

FY2020 arrived with a mission: how to position our organization to provide continued excellent customer services while navigating the known (and unknown) challenges and opportunities ahead. The following play a role in our growth:

- Early this calendar year, the [amendment of the Illinois Minimum Wage Law](#) provided some sense of security to hourly employees struggling to make ends meet. While IHLS' starting wage is higher than the current \$8.25/hour, over the course of the next six years we will face difficult decisions as we select a path forward that is fair and consistent to staff, maintains our high standards of customer service, and preserves financial resources as much as possible. IHLS finance staff have identified several avenues to pursue as we adjust salaries of 60% (or all part-time staff) of our colleagues.
- Throughout the summer, our staff have engaged in the development of departmental goals. As we consider the provision of value-added services, goals that support the [FY2020 Operational Plan](#) on a more micro level are essential to manage focus, energy, and expectations.
- Our staff days are always informative, and this year was especially so. We featured [Real Colors](#) training, and I now factor that experience into conversations and meetings with our staff! Real Colors is a personality assessment, and the process allows participants to advance communications with colleagues through an understanding of human temperaments. As with any company, the better we interact with each other, the better our work product. Given the challenges ahead, hopefully our staff will find ways to integrate the training into their daily work experience.

COMMUNICATIONS GOALS

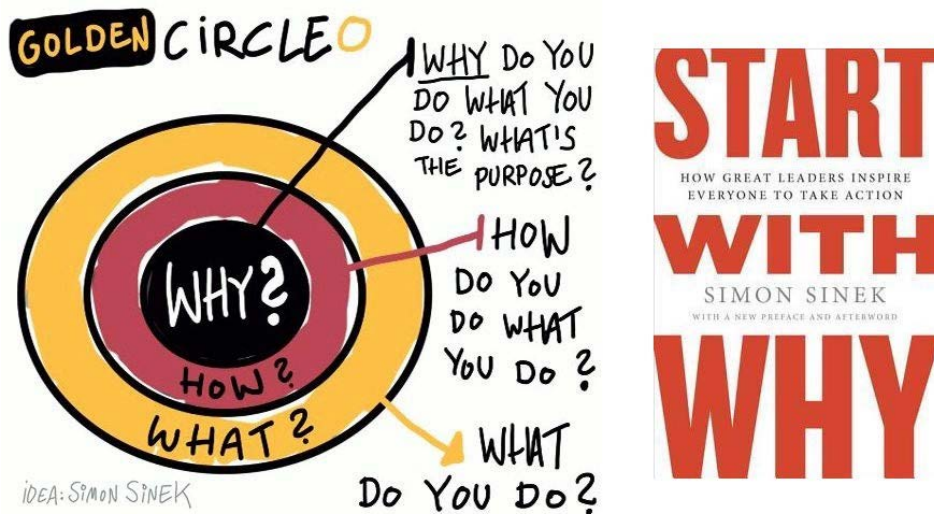
*Submitted by Julia Pernicka, Communications Coordinator
and Shandi Greve Penrod, Marketing Coordinator*

Communicate effectively and efficiently with IHLS stakeholders. Advocate for the organization and our members.

- Unveiled the new SHARE logo chosen by SHARE.
- Monitored the Members Matter meeting on July 2 at the Morrison-Talbott Library in Waterloo. Sarah Keister Armstrong gave a presentation on [Strategic Planning for Small Libraries](#).
- Hosted Directors' Chat on Wednesday, July 3, which facilitated engagement between library directors and shared IHLS news and opportunities.
- Began helping SHARE transition from listservs to the more effective Mailchimp emails.
- Promoted information through email, social media, and/or website on several subjects: vendor discounts and demos, Security for Rural Libraries webinar, Members Matter

event, Directors' Chat event, Public Libraries Association (PLA) Social Justice event, SHARE announcements, SHARE Schools back to school email.

- Created and sent out a survey statewide for the Reaching Forward South (RFS) committee asking how RFS can best serve their needs. The survey will help when planning future conferences.
- Addressing concerns from state representatives, the Member Connection newsletter contained information on [State Concern Regarding Confidentiality of Library Materials](#).
- With marketing and communications in mind, the IHLS Staff Book & Media Club featured the book and TED Talk *Start With Why* by Simon Sinek.



- Scheduled a joint Marketing/Communications/Proofing teams meeting for August to look at submission, proofing, and publishing procedures and to develop a why (purpose) statement to facilitate on-point messaging.

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.

- Julia Pernicka took over posting agendas and sending meeting documents in Stacie Bushong's absence.



Human Resources Report

Submitted by Dominique Granger, Human Resources Generalist

IHLS Annual Staff Day was a HUGE success! Team members were very enthusiastic throughout the day learning a bit about themselves as well as their colleagues. Real Colors training focused heavily on the traits of each color, and the ways that all team members can work together with different “colors”. This information should prove beneficial as everyone takes each person’s color into consideration when having a conversation or conducting a task.



Recruiting continues for the IT department as they search for an IT and Web Developer candidate. Resumes for the position are currently under review, and candidates will be contacted quickly. Our Carbondale and Champaign locations both welcomed new hires to help in the Operations department. We had two positions go under review for reclassification within the Finance department to accommodate the change in the department’s structure. Both positions were presented and approved, staff will be actively placed in positions shortly.

The time has come again to review benefits for the upcoming October 1st renewal. Conversations are being conducted to find cost-efficient ways to enhance our current benefits package for team members. Selections have not been made at this time.



Human Resources Report

Live workshop or online training	Format	# of staff
Criticism and Discipline Skills for Managers and Supervisors	Live	1
Time Management for the Overwhelmed	Live	4
HR Law Update 2019	Online	1
Payroll Tax Update 2019	Online	1
Handling with Anger and Emotions: Quick Tips	Online	1
The Basics of Emotional Intelligence	Online	1
Simple Techniques to Provide Useful Feedback	Online	1
Becoming a Great Leader: Creating Followership	Online	1
Becoming a Great Leader: Developing Followers	Online	1
The Value of Followers: Becoming a Followable Leader Pt3	Online	1
The Value of Followers: Leaders as Followers Pt2	Online	1
The Value of Followers: Traits of a Great Follower Pt1	Online	1
OSHA Toolbox: HAZCOM- Label Protocol	Online	1



Accounting Report

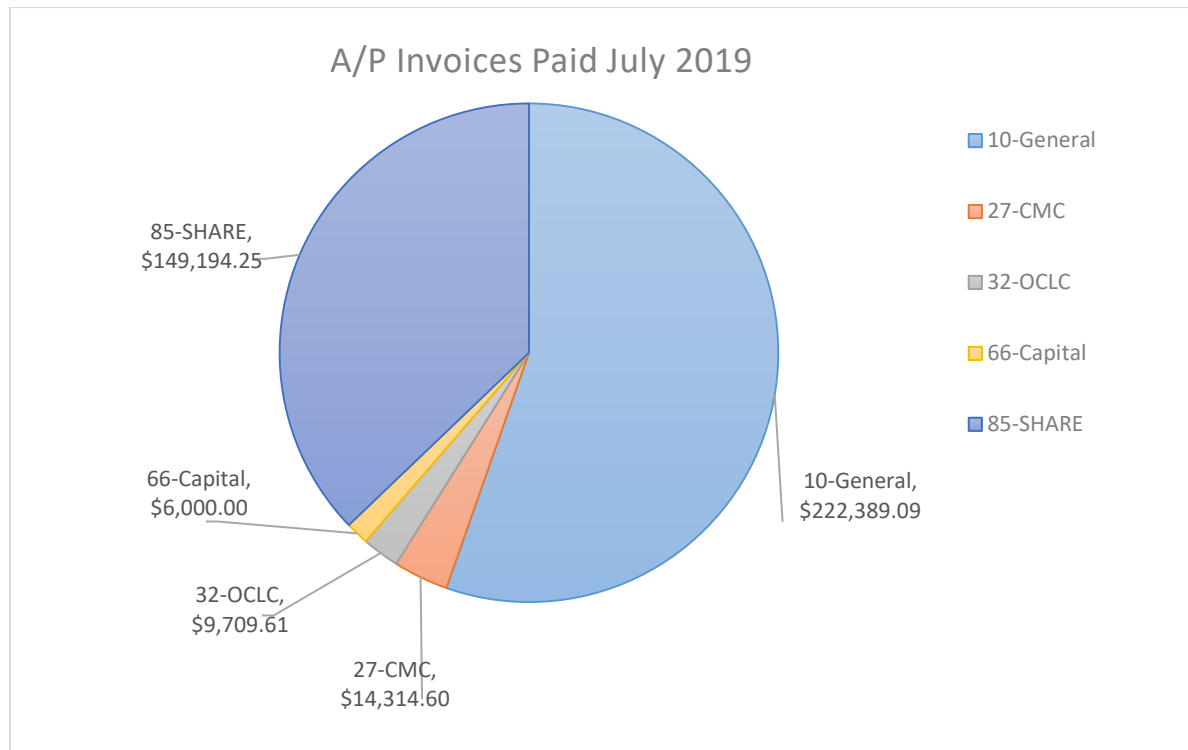
Submitted by Rhonda Johnisee, OCLC Senior Accountant

July is always the Finance Department's busiest month and this year was no different. This July we had our normal annual invoicing for both SHARE and OCLC along with preparing for the FY2019 Annual Audit. We were also engaged in a variety of extra activities to support the organization.

ACCOUNTING GOAL:

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.

- Arranged travel for IHLS staff.
- Assisted with HR duties.
- Analyzed and reviewed the new minimum wage law impact.
- Researched interest rates for investments.
- Prepared and reviewed documentation for new job duties in the Finance Department.
- Assisted with arrangements for the annual IHLS Staff Day.
- Attended Lyngsoe presentation.
- Assisted with the arrangement of the Book Club meeting.
- Attended the SHARE Finance Committee, IHLS Finance Committee, and IHLS Board of Directors meetings.
- Submitted the quarterly OCLC Grant report to the Illinois State Library.
- Provided financial data for the CMC and the MARC of Quality quarterly grant reports.
- Submitted Federal and State Quarterly 941's and State Unemployment tax reports.
- Prepared and processed two payrolls.
- Prepared June 2019 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 1,851 accounts receivable invoices (OCLC – 798 Annual, 5 Quarterly, 15 Monthly, and 118 Transactional; SHARE – 438 Annual, 29 Quarterly, 2 Monthly, 5 Transitional, 219 Cloud Subscription, 48 RBDigital Subscription, 2 RBDigital Magazine Purchases, 16 Gale Subscription, and 155 Annual Bibliographic Services; General - 1 ILDS Project).
- Received and posted 418 accounts receivable cash receipts checks totaling \$1,871,298.11 (OCLC – 170, SHARE – 234, and General – 14).
- Received and entered 132 accounts payable invoices.
- Disbursed 112 accounts payable checks totaling \$401,607.55.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The last month has primarily been planning for the future in IT. Trying to fill the open IT position, planning for Polaris upgrades, computer room power upgrades, delivery upgrades, and several potential hardware upgrades for IHLS have all required a large amount of research and much of the work needed to be done very quickly.

Unfortunately some of the Dell laptop docking stations have had a huge issue with the latest Microsoft Windows updates. Brandon Chapman has been busy trying to keep up with Dell services calls and keeping people with a loaner laptop while trying to determine the cause of the issues with the laptops and the docks.

The SHARE server farm also had two different service needs in the last month. Two separate servers needed a replacement RAM memory stick installed. This was all covered under warranty, but did require an onsite visit to complete.

The operations department has requested a few upgrades to the iPad software for the drivers and Brant Wingerter has been working hard on that. The due date for that project is September and is on track.

Goals:

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

- The RFP submission reviews have been ongoing and vendors are being notified that we are behind our original schedule. The review committee will get together soon to narrow the selections down to two.



Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Although the summer months are generally less busy with schools out of session, materials continued to arrive for cataloging. Some of the more interesting items were from the Krannert Art Museum Giertz Education Center including cameras from the 1930s, Islamic decorative tiles, Pueblo terracotta figurines, a Japanese tea caddy, and African textiles. Similar items are pictured below. It has also been a great time to catch up on some routine cataloging of books and DVDs. The \$3/bibliographic record option continues to be popular as a cataloging choice.



1930's Minolta D5



Islamic Decorative Tile



African Textiles



Pueblo Terracotta Figurine

CATALOGING SERVICE FOR SHARE GOALS:

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

- Cataloged 470 items for SHARE member libraries.
- Imported 338 \$3 bibs for SHARE member libraries.
- Created 58 on order bibs for SHARE member libraries.
- Cataloged 187 items for new member libraries joining SHARE.
- Merged 368 bibliographic records, cleaned up/corrected 3,137 bibliographic records, and cleaned up/corrected 279 item records.

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.

- SHARE bibliographic services staff taught 6 cataloging-related classes.
- Staff handled over 111 emails and contacts.
- Staff also reviewed and imported 31 files with a total of 142 bibliographic 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.

- CMC staff cataloged 199 items for libraries in Illinois.
- CMC staff created 13 NACO name authority records for improved user access.
- CMC staff worked on an oral history project for Marshall Public Library.
- CMC staff started creating an introductory Dublin Core presentation for librarians with cataloging knowledge. Dublin Core is a standard that is typically used to describe digital materials.
- The online class RDA for Video and Audio Recordings began on June 29th, with 38 registered students.
- The online class RDA Book cataloging ended on July 19th with 28 students successfully completing the course work.
- Staff continued working on the cleanup project for the PrairieCat group of automated libraries in north central Illinois.

Submitted by Susan Palmer, Operations Director

July started out like so many before. A new fiscal year, filled with the dreams that come from a new beginning.

Attended:



Members Matter meeting that was hosted at the Morrison Talbott Library in Waterloo, Illinois. Elaine Steingrubey was our gracious host.

- In-person delivery manager/coordinator meeting in Effingham, Illinois to discuss departmental/individual goals for the upcoming year.
- Real Colors webinar on building teams. Real Colors is a quick way to assess personality traits to enhance communications between people.
- Staff Day at Kaskaskia College in Vandalia, Illinois. Participated as “helper” for the Real Colors trainer, Karen Schumaker. Held a departmental meeting afterwards.
- Meeting with Greg Pronevitz, previous co-chair of the Association of Specialized Government and Cooperative Library Agencies (ASGCLA), a division of American Library Association (ALA) to discuss moving forward with our proposal for creating a webinar entitled **“In-House and Outsourced Library Delivery Services: Considerations, Costs, and Benefits”**.



Illinois Library Association (ILA) Orientation Session. There is a change in the air regarding how ILA is actively recruiting Illinois Heartland Library System members. What an exciting time. Diane Foote, ILA Executive Director.

Supervisor meeting in Edwardsville.
Pam Thomas, Joan Bauer and Casey Parr



We hosted a meeting with Lyngsoe Systems (logistic automation (think automatic sorting machines here)) and EnvisionWare (provider of Radio-frequency identification (RFID) tags) to explore how technology may help IHLS with cost savings as well as provide more service effectively and efficiently to our member libraries. The sorting equipment does not need RFID tags, but would utilize current barcodes to provide paperless delivery as well as be able

to track items in bins. The RFID option would be something that might be offered at a reduced cost for member libraries using or wanting to use automatic check-outs as well as for increased security in their libraries.



Delivery van after staff day

Think outside the box. Home Depot...future inspiration? Maybe for libraries putting their patrons' holds out in the community? Exchange place for items going to branch locations?



SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

July was all about working with vendors to discover new products for our members. There have been several demos scheduled to learn more about event aggregators, patron-driven acquisitions, and library safety.

LLSAP (SHARE) GOAL:

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

- Reached out to vendors to learn more about a library app, receipt advertising, and a company that specializes in providing better customer interaction with our PAC.
- Prepared for the Polaris 6.3 upgrade to support the change to JetPay.
- Worked with school library staff to make the transition into the fall semester.
- SHARE Finance & Policy Committee met to discuss existing SHARE Fees and analyze the Reserve Fund. The Committee sent a recommendation to change the eResources Fee Scale to the SHARE Executive Council for further review.
- Held elections for the SHARE Executive Council for FY2020.
- Offered six Circulation classes (3 Basic, 3 Advanced) for SHARE members, with 21 participants, for a total of 47 continuing education hours.
- Announced the new SHARE logo via the SHARE newsletter.



SHARE

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Two new libraries joined SHARE! The Gillespie CUSD 7 and Potomac Public Library District.
- Met with the new librarian at the Evansville Public Library to discuss resource sharing and the benefits of the SHARE program.



SHARE Report

E-RESOURCES GOAL:

Increase familiarity with and utilization of eresources.

- Learned more about eResource opportunities, including SimplyE for consortia, CARLI eResource brokering, Burbio, NBCLearn, SWANK Movie Licensing, EduCode, and Career Online High School (COHS).

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

July is typically a month for regrouping and planning for the new fiscal year. This is the time of the year to check to ensure membership lists are current and director contact information is up to date. While this may look simple, it often takes time to check and recheck information.

The Members Matter meeting held at the Morrison-Talbott Library was particularly successful, with attendees responding most enthusiastically to the presentation by Sarah Keister Armstrong on Strategic Planning for Small Libraries.



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.

- In July, staff reached out to a variety of organizations in an effort to learn more about the relationships between municipal libraries and their city officials.

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.

- A Members Matter Meeting was held at the Morrison-Talbott Library in Waterloo on July 2nd. Six staff members participated, either by attending in person or via Zoom.
- A Directors Chat was conducted on Wednesday, July 3rd.
- IHLS staff and Member libraries were well represented at the Illinois Library Association Orientation held on July 24th.