

DIRECTOR & STAFF ACTIVITIES REPORT

AUGUST 2021



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



Administrative Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

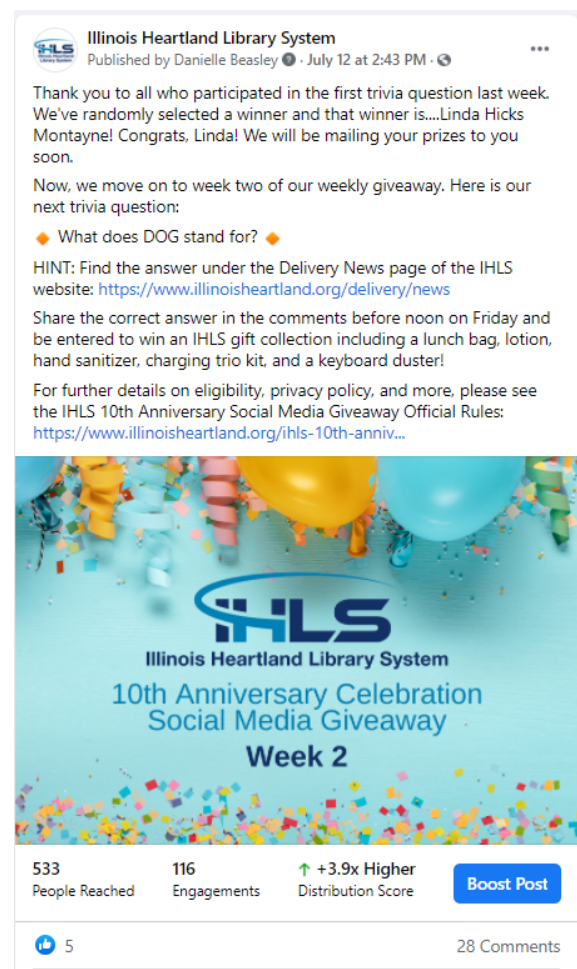
COMMUNICATIONS GOALS:

Submitted by Danielle Beasley, Communications Coordinator and Shandi Greve Penrod, Marketing Coordinator

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

Highlights

- Celebrated Illinois Heartland Library System's 10th anniversary in July through social media and the Member Connection newsletter. We ran weekly social media giveaways to coincide with the anniversary as a way to engage, thank, and give back to our members while highlighting targeted IHLS programs (see image).
- Continued working with Ameex on the redesign and functionality of Illinois Heartland Library System's new website, which is currently under development. Considerable time was spent gathering and incorporating staff input and user data on our current website to develop improved copy and design. As part of this, we reorganized and rewrote website copy and made significant updates to our *current* website, including these pages: Delivery Overview, Delivery Guidelines, Acceptable Items for Delivery, and About IHLS.
- Began the planning and preparation for Illinois Heartland Library System's annual Member Day, set to be held virtually on Thursday, Nov. 18, 2021. Met weekly with the Member Day team to develop this year's theme and graphical look and to discuss next steps in the planning process.



Promotion:

- *Services:*
 - *IHLS:* Delivery on the Go, eRead Illinois Axis 360
 - *SHARE:* Kit & Kaboodle, SHARE cloudLibrary
- *Advocacy:*
 - *IHLS:* IHLS 10th Anniversary Celebration and Giveaway event and weekly trivia, IHLS About Us webpage updates
 - *CMC:* The CMC Catalogs Five Korean Books from Judson University
- *CE & Networking events/opportunities:*
 - *IHLS:* Weekly IHLS Library Directors' Chats (multiple), IHLS Members Matter (July 15), Exploring Resources to Help Patrons Navigate the Legal System (July 29), 3rd Thursdays CE, New Continuing Education & Consulting webpage launched, IHLS Member Day save-the-date, July 9 Library Links Roundup, Third Thursdays CE announcement
- *Discounts and demos:*
 - *IHLS:* Solix, Swank Movie Licensing
- *Grants:*
 - On the Road to Recovery: Transforming Library Spaces, Expanding Digital Inclusion: Transforming Library Services, Bouncing Back from the Pandemic: Developing Resources for the Local Workforce, Laura Bush 21st Century Librarian Program

General Communications:

- *IHLS:* IHLS Member Connection newsletter (July 14 & July 28), Delivery Exchange Points Update, IHLS Edwardsville Office Furniture giveaway event, IHLS Member Day save the date, New features added in L2, Library Confidentiality and the new SOPPA, Delivery Guidelines webpage updates, Feedback on multiple personnel code policies
- *SHARE:* SHARE newsletter (July 13)

Formal research:

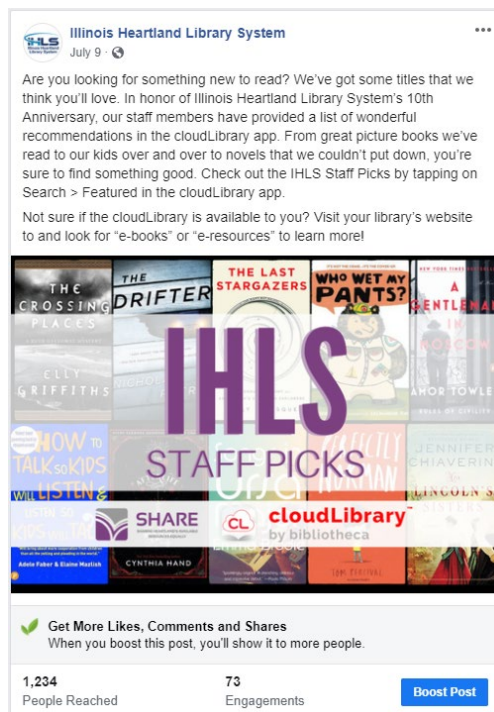
- A/B email testing (continuous)
- IHLS Technology Survey

Networking/continuing education events attended by department staff:

- IHLS Directors' Chats
- IHLS Members Matter
- AISLE Partnership
- Illinois Library Association Marketing Forum Roundtable
- My Library Is...Advisory Committee
- Library Marketing and Communications Group webinar – Creating Engaging Annual Reports that Connect to Institutional Goals

Social media insights:

- Facebook: 29 posts in July
 - *Awareness:* 11,806 total post reach, 407 avg. post reach, 12,609 total post impressions
 - *Engagement:* 666 post engagements, 23 avg. post engagements
 - *Change:* +15 page likes (1,192)
- Twitter: 18 tweets in month of July
 - *Awareness:* 2,979 tweet impressions or 96 impressions per day
 - *Change:* +1 follower
- Most successful media content:



BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

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

- Complete onboarding process and welcome for newly elected board members
- Organize and gather information for the FY2021 Annual Report
 - Prepare templates, checklist and the process directions
 - Distribute Illinois State Library (ISL) instructions to department directors and other contributing staff
 - Update contributors on process
 - Set up department meetings for preparation of required information and data

FACILITIES GOALS:

Submitted by Stacie Bushong, Executive Assistant

Provide a safe working environment

- Operations purchased and installed additional sit to stand desks for Edwardsville staff and sent older Edwardsville sit to stand desks to Champaign staff
- Edwardsville building elevator inspection completed
- Edwardsville air quality report indicated safe for staff occupation
- Safety Committee met and discussed Emergency and Safety Handbook and August safety tips for staff
- Safety Committee shared safety information and tips with staff
 - Learn How to Avoid Heat-related Illnesses and Death
 - Summer Health and Safety Tips
 - Heat Safety 101: Summer safety tips from local first responders video





Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Director

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. Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, ILA Jobline, Handshake, and member newsletters. July job openings included: Membership Coordinator, HR Assistant, and Cataloger.
- New Hire orientations were conducted for a Cataloger in Champaign, two Sorters in Carbondale, and a Courier in Carbondale via Zoom this month.

Live workshop or online training	Format	# of staff
Staying Competitive with Inclusive Benefits: A Benchmarking Approach	Gallagher Webcast	1
Retention Through Recognition: Feedback, Growth, and the Rise of Self	15five Zoom	1
How to Handle Return to Work and Coping with Stress	Zoom	64
Sexual Harassment and Discrimination - Employees	Gallagher 360	3
Basics of Defensive Driving (GB)	Gallagher 360	3
Defensive Driving-Accident Scene Management (GB)	Gallagher 360	3
Defensive Driving-Backing Safely-R is for Reverse (GB)	Gallagher 360	3
Defensive Driving-Reducing Winter Weather Accidents (GB)	Gallagher 360	3
Preventing Back Injuries (GB)	Gallagher 360	3

Live workshop or online training Information Technology Department	Format	# of staff
Managing Microsoft Desktops: Managing and Protecting Devices	PluralSight	1
Configure and Protect Devices with Microsoft Intune	PluralSight	1
Deploying Stateful Applications in Kubernetes	PluralSight	1
Monitoring Windows Server 2016 with System Center 2016 – Operations Manager (SCOM)	PluralSight	1
Combining and Shaping Data	PluralSight	1
Implementing Incident Management with System Center Service Manager 2016 (SCSM)	PluralSight	2
Managing Microsoft Teams Phone Numbers and Systems	PluralSight	1
Deploy Apps with Microsoft Intune	PluralSight	1
SharePoint Online Pro (2020)	PluralSight	2
Getting Started with OpenStack	PluralSight	1

Voluntary extension April 1, 2021 through September 30, 2021 of the Family First Coronavirus Response Act due to American Rescue Plan Act of 2021.

- Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. Human Resources is also making sure appropriate forms and approvals are obtained from employees when leave is needed for COVID-19 reasons.



Safe Return to Work in person plan for all Employees

- Communicated the official return to work plan for those remaining office employees currently working remotely due to the pandemic and/or due to the Edwardsville

remodel construction. July marked phase one of our return to work and all remote employees were required to be in the office two days a week.

- Mandatory employee training was conducted on July 7, 2021 with our Employee Assistance Provider to help staff make the transition back to the office from working remotely. This will help employees deal with the stresses of returning to work and encourage employees to reach out to our Employee Assistance Program to utilize the benefits that are offered. We had sixty-four employees attend the live training. The training was recorded for those employees not able to attend due to work schedule conflicts and or prescheduled vacations. This recording was placed on the Human Resources intranet page and was emailed to all employees for viewing convenience.

Employee Handbook Update

- Human Resources is working with Leadership to roll out new policies and making recommendations to revise our existing policies to remain in compliance with applicable state and federal guidelines. This month, the Personal Social Media and Online Communications policy was created and will be presented in August to the Personnel and Executive Committees for comment and revisions before going to the August Board meeting. Additionally, a few legal updates were made to the Telecommuting Policy. These updates will be sent to the Personnel Committee in August along with any other legal updates that need to be revised based on current federal and state laws.



Implementation and use of the employee Microix timekeeping system for Payroll

- Human Resources is working in partnership with the Finance department as we fully implement the Microix time clock system for all payrolls in July. Human Resources helps by fielding questions and troubleshooting issues with staff and the Finance Team. Timeclocks are being used in each hub location. This process has also made it easier to request time off in advance and allows managers to have a schedule of all employee time off for future reference in building work schedules.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

We began July with the focus of setting up both the Abila and Traverse financial software to start sending invoices via email to libraries for IHLS, SHARE, and OCLC services. This process took a lot of front-end work to make this happen. Our Accounts Receivable Coordinator, Shirley Paden, and our Accounting Assistant, Cheryl Noll, worked many hours verifying and inputting email addresses into both software programs to prepare for this. Hundreds of annual invoices go out to libraries in July for both SHARE and OCLC services, and by sending them electronically, we were able to save on the cost of envelopes, stamps, and staff time. This new process will also help in the delay that we have experienced with sending mail through the United States Postal Service. We have made any email corrections in our software that have been requested following the invoicing and we are in great shape for all future invoices to be sent out via email. We are excited to have finally implemented this new process that we have been planning and looking forward to.

Our department prepared for the FY2021 audit. We prepared reports and reviewed data for accuracy. We were able to send requested information to the auditors, Scheffel Boyle, prior to their onsite work the week of August 2nd.

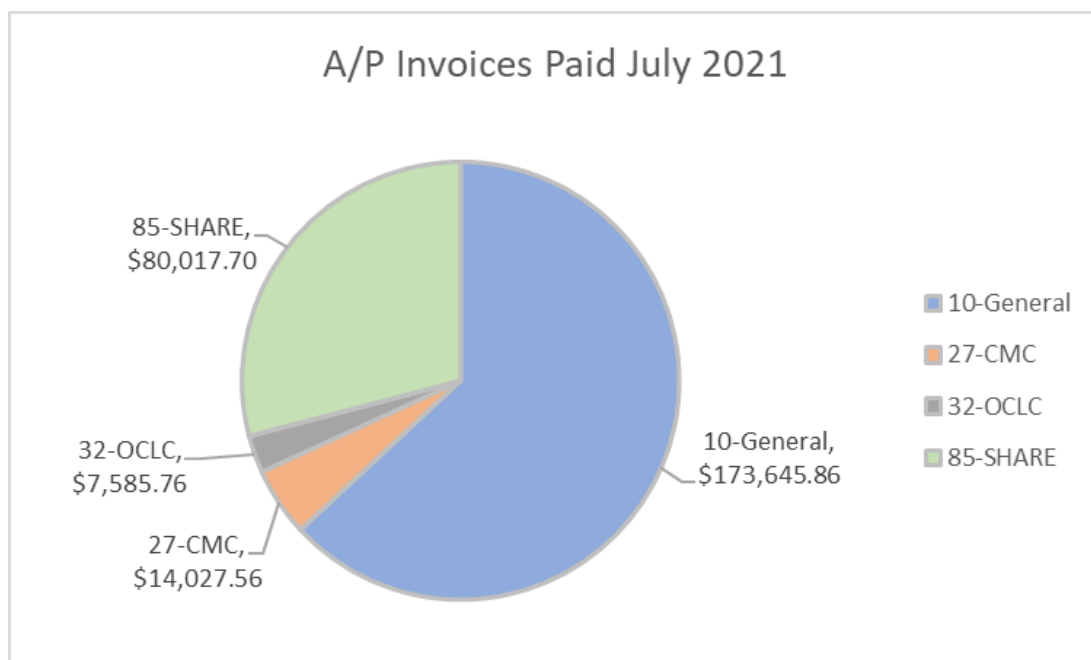
We also trained the supervisors on approving timesheets and requested leave in the newly implemented Microix system. Staff and supervisors have adapted to the new program, and we were able to discontinue the old method of timekeeping on the Excel timesheets beginning with the August payrolls.

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 an H&H Health Associates staff meeting. H&H is our employee assistance program.
- Attended a meeting with a representative from Enterprise to meet our new client manager.
- Attended a meeting with representatives from Arthur Gallagher Insurance company to review FY2022 liability insurance policies.
- Attended a walk-through with a representative from Color Art after the Edwardsville first floor project completion.
- Attended and conducted a training for supervisors on the Microix program.
- Attended CARLI project meetings.

- Attended a website update meeting.
- Attended IHLS Member Day planning meetings.
- Attended IHLS Board of Directors orientations.
- Attended weekly staff High Five meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended IHLS & SHARE Finance and Executive Committees and IHLS Board of Directors meetings.
- Submitted Federal and State Quarterly 941s and State Unemployment tax reports.
- Submitted the quarterly OCLC Grant report to the Illinois State Library.
- Provided financial data for the CMC, Live and Learn Construction, and E-Book grant reports.
- Prepared an FY2022 SHARE budget amendment to reflect the CARLI project.
- Prepared for the annual IHLS and OCLC audits.
- Prepared and processed two payrolls in July.
- Prepared June 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 1,762 accounts receivable invoices (OCLC: 762 annual, 13 monthly, 5 quarterly, and 114 transactional; SHARE: 432 annual, 2 monthly, 32 quarterly, 6 transitional, 3 implementation fees, 242 Cloud subscriptions, 12 Gale subscriptions, and 134 bibliographic services; General: 1 ILDS project and 4 Swank).
- Received and posted 411 accounts receivable cash receipts checks totaling \$642,211.92 (OCLC: 223, SHARE: 138, and General: 50).
- Received and entered 73 accounts payable invoices.
- Disbursed 69 accounts payable checks totaling \$275,276.88.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Our website update project continues to progress. Brant Wingerter, project manager, excels at communication and is a great fit with his project team members. Danielle Beasley and Shandi Greve Penrod have been key in helping with the layout and design of the new site. Their expertise in marketing and communication is a great fit with the technical expertise of Brant on this project. Several page designs have been finalized and approved and development servers are being staged now to start building the platform.

Zoom has identified a bug in their setup that is preventing us from being able to use our Polycom room systems fully. It's working but connecting a room system to a Zoom call is time consuming. Zoom hopes to have a fix as soon as possible but there is not an estimate of a time yet. IHLS uses Zoom for the majority of online meetings with libraries and groups outside of IHLS. These rooms systems allow us to host groups of participants together in a single place. We have about 10 sites across the area where we have room systems available for our use.

Work is moving forward on upgrading the internet access at the Edwardsville building. A new ATT fiber contract is being reviewed and approved for 1 Gigabit service to the building. This is a project that was included in the current FY2022 budget. If initial pricing quotes are accurate we will come in well under budget.

Work continues on the Member Day virtual event. PheedLoop was selected for the virtual event platform and many team members are working hard to make it a success.

We were approved for a free Apple developer account. This will allow IHLS to post apps in the Apple App Store. This is key to the release of the SHARE Solus App.

IT Goals:

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

- We have made it through Sprint #1 through #4 . Development servers and final approval of pages is being completed. Initially there were 6 sprints identified in the project. Each sprint represents a number of development goals and benchmarks. Examples of these include approving mockups, moving pages into a development environment, and migrating content.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Please join us in welcoming Katy Egts, our newest cataloger in the Champaign office. Katy worked as a cataloger in a public library prior to joining IHLS.

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 463 items for SHARE member libraries.
- Imported 287 \$3 bibs for SHARE member libraries.
- Created 58 on order bib records for SHARE member libraries.
- Cataloged 108 items for new member libraries joining SHARE.
- Merged 111 bibliographic records, cleaned/corrected 2,283 bibliographic records, and cleaned/corrected 99 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.

- Handled over 116 emails and contacts.
- Reviewed and imported 24 files with a total of 70 bib records for beginning catalogers.
- Visited one SHARE library to assist with cataloging questions.
- Conducted one Zoom meeting with a SHARE library to answer cataloging questions.

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 32 [NACO](#) (Name Authority Cooperative Program) name authority records for improved user access.
- Cataloged 125 items for libraries in Illinois.
- Finished uploading files to Illinois Digital Archives (IDA) for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Taught the first part of the Moodle class *Subject Analysis* which runs from July 12th to August 22nd. 29 students are registered.
- Created a presentation entitled *Word of Mouth: Transcribing an Oral History Collection* for the Amigos conference to be held on August 11th.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



July, typically a slower month for delivery, has been flowing steadily. However, as we all have experienced, past norms do not translate to these times. In delivery, we seem to be settling into a routine only to have that routine modified. Those of our delivery staff who depend on routine for stability have learned now to depend on Jell-O routines. The libraries truly determine our processes. Delivery must be flexible to enable them to be able to offer the service of interlibrary loan. This has not slowed us down in our vision of yet more service to libraries. Watch for more innovation soon!

On the Operations side, the Edwardsville building first floor remodel is finished. And it looks and feels amazing. It is mind-boggling how a remodel affects your perception of a workplace. It has refreshed attitudes. Staff are now back in the building working and delivery has been working through the remodel in Edwardsville. Delivery will continue to provide uninterrupted service to member libraries through the second floor remodel phase.

DELIVERY GOALS:

Comply with recommendations of the Statewide Delivery Committee (2014).

"Each library will designate a secure delivery drop point within its facility that is easily accessible and/or will provide outside the facility a secure and conveniently located drop box (either solution must serve to expedite delivery efficiency. Use of drop boxes will be done in consultation and negotiation with the library system or CARLI/ILDS.)"

Provide efficient provision of delivery services designed to support resource sharing among IHLS members.

- Continue to enhance functional five-day-a-week delivery.

Provide accurate information and educational tools to support delivery.

- Responded on the listserv to several member library questions

Revise the delivery section of the IHLS website.

- Attended several meetings along with IT/Communications/Marketing to determine what is possible for the new website

IHLS Building updates

- Staff are back in all buildings during July for two days per week.
- First floor remodel is completed in Edwardsville.

July Meetings:

- 2 Supervisors Meetings: July 1 and July 29
- Meeting with Gallagher Insurance
- ILA Orientation
- ILA Awards Committee Meeting
- Edwardsville Building Walkthrough with Color Art
- 4 Member Day planning meetings
- Annual Report meeting with Leslie Bednar
- ILS/RAILS/CARLI quarterly meeting about delivery
- Mandatory training – How to Handle Return to Work and Coping with Stress
- Call with Enterprise
- 8 Operations meetings
- 1 Operations Team meeting
- Website updates meeting with Communications, Marketing, and IT
- Attended Optimizing the Recruitment Process to Retain Employees webinar
- Attended Retention Through Recognition: Feedback, Growth, and Rise to Self webinar
- 3 Leadership meetings
- Marketing Advisory Team
- Surplus Vehicles Grant meeting to foster a team that the recipients can have as support as they implement their grants
- FY2022 Board Orientation
- July Board Meeting
- All staff meeting
- ILA Reporter article meeting with Danielle Beasley, Shandi Greve-Penrod, Sarah Taylor, Pamela Thomas, and Anna Yackle.



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In July, IHLS began the return to work plan and SHARE staff have been thoughtful and adaptable as we are returning to the office. For Edwardsville staff it was a totally new space, and everyone began settling in. As always, we will continue to provide exceptional service to our members while we adjust.

SHARE GOAL:

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

- Began the SHARE mobile app implementation!
- Met with IHLS Marketing and Communication to plan a launch of the app for members.
- Completed initial progress towards app set up.
- Attended Illinois Library Association (ILA) Orientation for committees to serve on the ILA Intellectual Freedom Committee and ILA Conference Committee.
- Attended ILA Noon Network: Rebuilding Trust in Truth.
- SHARE Finance & Policy Committee met to review a proposed policy for data privacy and security and reviewed Solus customization fees.
- SHARE Bibliographic & Cataloging Standards Committee met to discuss electronic records in Polaris and barcode placement.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- SHARE staff participated in IHLS Member Day planning.
- SHARE staff attended IHLS Members Matter and provided a SHARE update.
- Attended weekly IHLS Directors' Chats.
- Attended professional development for implicit bias training.
- SHARE staff presented information about the program to incoming IHLS Trustees.
- Provided members with readers advisory support, promoting both SHARE staff picks and the top requested SHARE titles in July.



E-RESOURCES GOAL:

Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- cloudLibrary users checked out 32,497 owned titles and 1,931 pay-per-use titles in July. We now have 54,018 owned items in our shared collection, and 23,449 additional items available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.
- We utilized social media to promote the 4,342 e-books that were purchased through the E-Books grant and thank the Illinois State Library, a Department of the Office of Secretary of State, for supporting our communities using funds provided by the U.S. Institute of Museum and Library Services under the provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act.





Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

July activities indicate that professional development is alive and expanding at Illinois Heartland Library System. As we move into our 11th year, this is a particularly satisfying activity. In FY2021, IHLS worked hard to provide learning opportunities for membership, but much of it was in reaction to changes brought about by the pandemic. Moving into FY2022, it is hoped that the approach taken by IHLS will be more measured and pro-active. To that end, we are planning a series of events we are referring to as “Third Thursdays.” On the third Thursday of each month, a professional development opportunity will be offered via Zoom to our members. Topics will alternate on a monthly basis. Every other month, there will be a focus on professional development in the area of Equity, Diversity, and Inclusion (EDI). On the alternate month, the focus will be on specific library issues such as grant writing, minimum wage, new legislation, etc. We’re looking forward to this new approach and excited to watch it unfold.

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.

July 12 Ellen Popit and Anna Yackle presented at a meeting of the Cahokia Public Library District Board of Directors. Topics addressed included an overview of system services and roles and responsibilities of library trustees.

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.

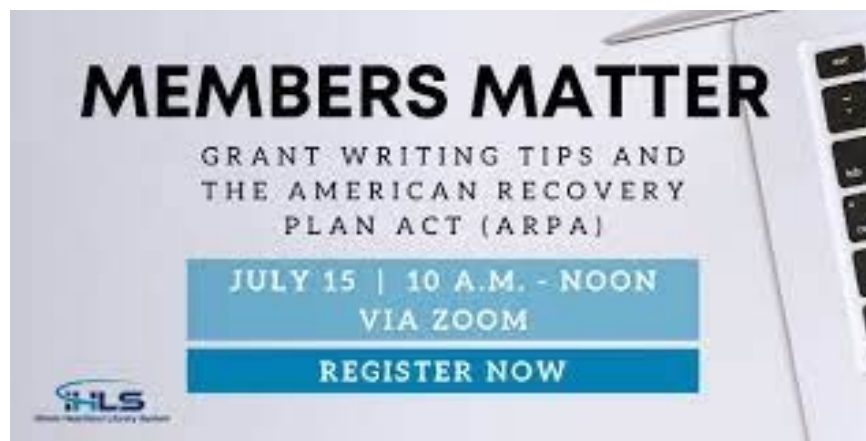
July 14 Numerous system staff participated in the Orientation Session developed for those who serve on committees of the Illinois Library Association. Note: it was very encouraging to see how many system members were also involved in the work of the statewide organization.

July 16/
July 30 Anna Yackle and a significant number of IHLS public library directors participated in sessions that were part of Directors University. Topics covered included: library finances, library levies, records retention, and working with trustees.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

July 15 A Members Matter session was held entitled:
“Grant Writing: The American Recovery Plan Act (ARPA) Grants.” The presenters were Karen Egan and Amanda Saia from the Illinois State Library. There were 65 attendees in real time and many others who have watched the [recording](#) on the IHLS YouTube channel.



July 29 We were able to take advantage of the fifth Thursday of this month with an additional educational opportunity. We were approached by Brenda Sprague from the office of the First Judicial Circuit about the possibility of providing training to the Illinois Heartland Library System community. The session was titled: “Exploring Resources to Help Patrons Navigate the Legal System.” While some of the information may have been more pertinent to those in the First Judicial Circuit, the general information was helpful to all attendees. There were 23 registrants for this session and it is also [posted](#) on the IHLS YouTube channel. This was a wonderful example of two public agencies working in partnership to provide enhanced services to our communities.