



Illinois Heartland Library System



August 2019

Director & Staff Activity Report



Administrative Report

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.

- Hosted Directors' Chat on Wednesday, Aug. 7, which facilitated engagement between library directors and shared IHLS news and opportunities.
- Promoted IHLS and SHARE information through email, social media, and/or website on various subjects: Sept. Directors' Chat, Member Day, discounted Security for Rural Librarians webinar or free viewing events, the newly formatted board networking event in Effingham with a presentation on Levies and Taxation, upcoming vendor demos, and several grant and webinar opportunities.
- Prepared a presentation, workshop agenda, talking points, and meeting logistics and held a joint Marketing/Communications/Proofing teams meeting. We developed three rough draft "why" statements for internal use to facilitate on-point messaging; discussed and/or made decisions regarding communication submissions, proofing, formatting/style; and publishing procedures.
- Assembled a "Connect with Leslie" Revamp Team.
- Strategically designed a graphic for a keyboard duster brush that communicates our brand and/or contact information; this will be given away at various conferences and Member Day. Ordered and inventoried Member Day conference bags, chosen because they're highly reusable and highly compact for storage in purses, glove boxes, etc.; image was strategically chosen to encourage use beyond the conference. Designed a lens/screen cloth for Member Day.
- Drafted and published a webpage and email announcing the opening of Member Day registration.
- Began drafting a patron advocacy tool for libraries to use regarding the recent embargoes and restrictions placed on library e-content purchases.
- Designed and submitted an ad for the ILA conference program.
- Held two discussions regarding staff needs for a CRM (customer relationship manager).



Administrative Report

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

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

- Began compiling the Annual Report by meeting with department managers and outlined a process to accomplish submission on time.
- Continued coordinating the Member Day event with finalization of plans for an apparel sale so members can purchase t-shirts in advance. The sale proceeds will be used for Member day expenses. In addition, confirmed activities for the day and marketing strategy.
- Began polling board members for date and time of committee meetings for the FY2020 committee groups.

vision

(n.) *vi·sion* | /'vi-zhun/

1 : The ability to see.

2 : The image or insight
of how something
could or should be
in the future.

Illinois Heartland Library System

Member Day 2019 | 2020 Vision



Official 2019 Member Day Logo



Human Resources Report

Submitted by Dominique Granger, Human Resources Generalist

Recruiting was full steam ahead for the IT position. Candidates were contacted for phone interviews in the early part of the month. Candidates seem very eager to be a part of the IHLS family. We were able to select four candidates for face-to-face interviews. Candidates will be interviewed in the month of September. The timeclocks are moving in a great direction. We have been able to add data to the clocks for records retention.

Benefits were finalized this month. Because of the great response from last year's plan, we have elected to continue our plan this year as well. We did make a change to our critical illness and accident carrier. With this change, we are now able to offer critical illness and accident insurances to our part-time team members as well.

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.

Live workshop or online training	Format	# of staff
Active Listening to Improve Communication	Online	1
Transitioning to Supervisor	Live	1
Workplace Life Jacket: Tips to Increase Productivity	Online	1

It's about...
Having the right people,
with the right abilities,
in the right place,
at the right time.



Accounting Report

Submitted by Rhonda Johnisee, Finance Director

In August, IHLS had our annual audit performed by Scheffel Boyle. Auditors were on-site performing their fieldwork on August 5th-7th. They were able to finish the field work a day earlier than anticipated. Their follow-up inquiries were addressed through email and telephone calls.

Due to the annual invoicing done in July, every August is filled with a large volume of daily mail. This department was busy throughout the month applying those payments to the appropriate account. Below is a comparison of July's processed checks on the right versus August on the left.



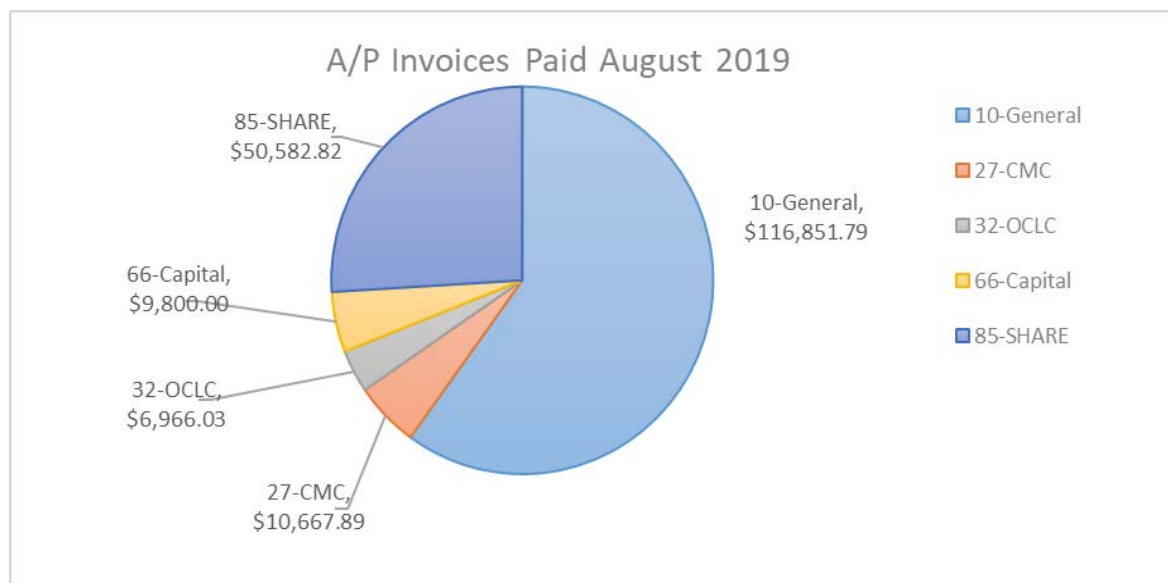


Accounting Report

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.
- Prepared and provided requested documentation for annual audit.
- Attended Solus library app presentation.
- Reviewed proposed health insurance rates.
- Assisted with Member Day planning.
- Attended in-person Marketing/Proofreading/Communications meeting.
- Participated in Customer Relationship Management (CRM) exploration meeting.
- Attended the IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two regular payrolls and one back pay payroll.
- Prepared July 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 173 accounts receivable invoices (OCLC – 15 Monthly and 122 Transactional; SHARE – 1 Annual, 2 Monthly, 3 Cloud eBooks Purchases, and 2 Annual Bibliographic Services; General - 1 ILDS Project and 27 Rural Library Security).
- Received and posted 934 accounts receivable cash receipts checks totaling \$2,792,270.91 (OCLC – 496, SHARE – 421, and General – 17).
- Received and entered 100 accounts payable invoices.
- Disbursed 98 accounts payable checks totaling \$194,868.53.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT department was involved in many forward-looking projects this month. Among those were the meetings for the automated sorting machines for delivery, the Solus presentation showing off their library catalog app, ChiliFresh catalog enhancement suite, and making sure the KitKeeper project had the IT support it needed to launch. It's an exciting time to be adding new ideas and possibilities for our member libraries.

A continuing struggle is some of the technical difficulties we're experiencing keeping the Illinois State Library connected to Zoom meetings. IHLS and RAILS use Zoom to connect our offices and allow remote participation to our meetings. However, the state library has been experiencing consistent failures every 15 minutes while connected and it requires a reconnection. This is frustrating to all parties involved. We are working with the State of Illinois' DoIT department to resolve the issue, however, at this time, it's still outstanding.

Goals:

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

- The website RFP (request for proposals) submissions were reviewed by the committee and clarifying questions sent to the top two vendors. Answers to those questions are due Friday, September 13, 2019.
- The delivery "iPad Project" is undergoing massive backend upgrades and is on schedule to release mid-September.



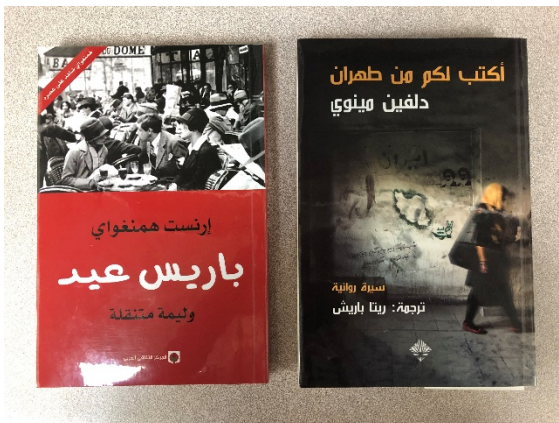
Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

The number of items received for cataloging has already increased greatly before fall begins. Summer is usually a slower time to catch up. It is interesting to see the variety that comes to the cataloging area. In August there were new kits for the book club kit program, atlases, the usual selection of books, DVDs and audio recordings, plus some more complicated foreign language materials, including 4 Wasiw language books. This is the language of the Washoe tribe of Nevada and California.

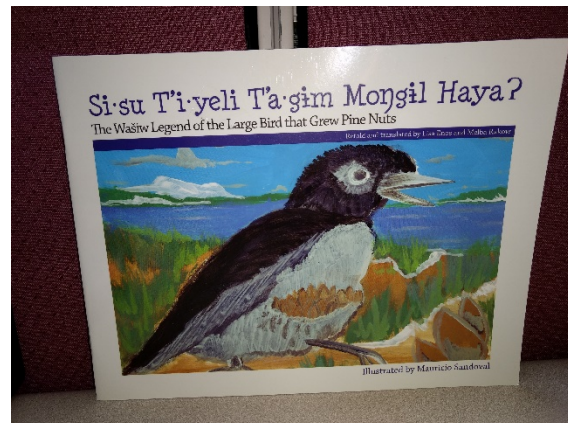
CATALOGING SERVICE FOR SHARE GOALS:

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

- Cataloged 664 items for SHARE member libraries.
- Imported 371 \$3 bibs (bibliographic records) for SHARE member libraries.
- Created 82 on order bibs for SHARE member libraries.
- Cataloged 133 items for new member libraries joining SHARE.
- Merged 288 bibliographic records, cleaned up/corrected 3,573 bibliographic records, and cleaned up/corrected 4 item records.
- Cataloged 4 kits for the new book club kit program and created written instructions for cataloging the kits.



Arabic Book



Wasiw Language Book

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 responded to over 152 emails and contacts.
- Staff also reviewed and imported 46 files with a total of 317 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 168 items for libraries in Illinois.
- CMC staff created 64 NACO (Name Authority Cooperative Program of the Library of Congress) name authority records for improved user access.
- CMC staff attended a CONTENTdm conference in Indianapolis.
- Online with the CMC: Cataloging Local Authors, Local History & Genealogy presented as an online webinar to 68 registrants statewide. Webinar included a short Q&A session.
- Cataloging workdays were held in Decatur, Edwardsville, and Olney.
- Staff continued working on the cleanup project for the PrairieCat group of automated libraries in north central Illinois.
- Staff cataloged Arabic books for DeKalb Public Library.
- Staff cataloged microfilm reels for Dixon Public Library.



Dixon Public Library Microfilm



Delivery Report

Submitted by Susan Palmer, Operations Director

I recently read that "August is like the Sunday of Summer." I found that interesting and apropos.

Think Outside the Barn (TOTB) filled many of our days in delivery. The response was wonderful from member libraries, in donations as well as volunteering to help staff the booth and sort the items. Delivery staff both transported the boxes and boxes of donations as well as volunteered for set up and booth time. Yay!

TOTB is a biennial event where libraries are promoted by distributing paperback book donations to attendees at the Farm Progress Show (Decatur, IL). This was the result of a grant that was awarded to the Rolling Prairie Library System 16 years ago. Every book has a sticker on it that says, "A gift from your Illinois library." Raising awareness for ALL libraries.

Meetings attended:

- Enterprise Fleet Management Software
- Communications/Marketing meeting
- Board meeting
- Supervisor meeting

Department activity:

Champaign

- Curb repainted where paint was flaking. No charge.
- Box truck air conditioning fixed.
- Marcia Horton, Susan Daugherty, Travis Yowell participated in Think Outside the Barn

Carbondale

- Casey Parr participated in Think Outside the Barn

Edwardsville

- Lia McInerney, Nikki Buckingham, and Linda Petty participated in Think Outside the Barn
- Bello replaced the evaporator in the Liebert (air conditioner unit)



Staff Day Delivery 2019

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In August, the biggest event was by far the Town Hall to discuss a potential change to enabling the auto-renewal feature, followed by a member comment period. The SHARE Circulation and Resource Sharing Committee explained both the pros and the cons of the service, followed by member discussion. We had 54 members attend the live event, with 31 watching the recording of the event. Some members commented that they did not like the feature, citing a need for customer responsibility or the potential for missed revenue and inflated statistics. Others wanted the feature, or wanted the feature but agreed that it would be a cumbersome implementation with our existing infrastructure. In an informal poll, there were 14 responses for auto-renewal and 28 against. The SHARE Circulation and Resource Committee will meet again in October to review the next steps.



SHARE Town Hall: Auto-renewal

Unlisted

Member Comment Kyla Waltermire: *"While I like the idea of auto-renewals, I highly doubt it will be beneficial for our patrons if there is no consistency in knowing how long an item checks out and how many renewals are available. If (when???) we agree to standardized loan periods and renewals, then I'd like to revisit this option."*

LLSAP (SHARE) GOAL:

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

- The SHARE Executive Council met August 1.
- The SHARE Circulation and Resource Sharing Committee met August 8.
- Cassandra worked with Communications and Marketing to offer a discounted webinar with free viewing parties for “Security for Rural Librarians,” on August 12.
- Notified members regarding a concern about library confidentiality on hold materials via the SHARE Member Notes newsletter, while Joan Bauer prepared instructions on how to make library holds more secure on Polaris receipts.
- Named the new SHARE exclusive book/kit sharing program Kit & Kaboodle, and built 4 kits for the O’Fallon Public Library and the Red Bud Public Library.



- SHARE staff and committee members had a demo for a library app by Solus.



IHLS Solus Presentation 8/14/19

Unlisted



SHARE Report

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Meridian CUSD 1 joined SHARE.
- Enjoyed meeting IHLS members at the Board Meet and Greet in Effingham on August 27.
- Attended the Southern Illinois Public Library Directors networking event on August 21.
- Volunteered at Think Outside the Barn on August 29, and got to talk about the SHARE program with patrons and other volunteers!

E-RESOURCES GOAL:

Increase familiarity with, and utilization of, eresources.

- Cassandra learned more about potential opportunities through *The Washington Post*, SWANK Movie Licensing, and NBCLearn.
- Set up webinars for Baker & Taylor to highlight their data products, collection HQ and ESP.



- Set up webinars for a free event data aggregator, Burbio.



- Lesley Zavediuk began preparing communications about the upcoming Macmillan ebook embargoes, with a notification in the August IHLS Member Connection and SHARE Member Notes about the issue, with additional resources to follow.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

It was easy to see that summer reading was wrapping up, because networking meetings appeared on our schedules! Being able to gather with our colleagues truly enhances our ability to effectively work on their behalf.

Although it is several months away, work on Member Day is in full swing and online and in-person meetings are planned for making this annual event better than ever!

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 August, several meetings were held to discuss the reboot of Library Learning (L2). This platform serves as our Membership Directory and registration platform. Moving forward, it is hoped that it will also be the portal for the annual certification process.

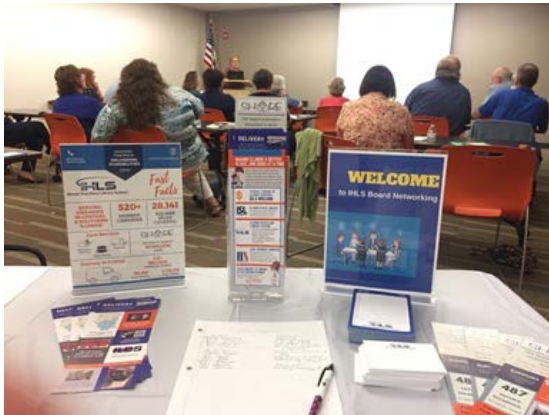
NETWORKING GOALS:

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.

- A Director's Chat was held on August 7th.
- On August 13th, several staff members attended a board meeting at the Mounds Public Library to discuss system services.
- Also on August 13th, a webinar on "Security for Rural Libraries" was screened at our hubs and 29 people participated.
- System Staff attended the MEPL Meeting (Metro-East Public Library Management) at the Hayner Library in Alton and the Southern IL Librarians Meeting in Red Bud on August 21st.
- Anna Yackle visited with Lori Bruce, the new director of the Metropolis Public Library on August 23rd.
- A highly successful board networking event was held at the Effingham Public Library on August 27th. A new feature included a brief presentation on Levies and Taxation, facilitated by Membership Coordinator Anna Yackle.



Membership Report



Networking Event at Effingham Public Library
with a presentation on Taxes & Levies presented by Anna Yackle.
We had a record number of 14 member attendees and 7 IHLS staff members.

- Anna Yackle also provided an orientation session for Trustees of the Doyle Public Library in Raymond, IL, on August 28th.
- System staff have worked with Cheryl Russell from the School of the Art Institute of Chicago to facilitate the screening of "MORE SPEECH", a panel discussion on the 1st Amendment that will feature Diana Brawley Sussman from the Carbondale Public Library as one of the panelists.