

# Director & Staff Activity Report



Illinois Heartland Library System

**April 2021**



# Administrative Report

## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

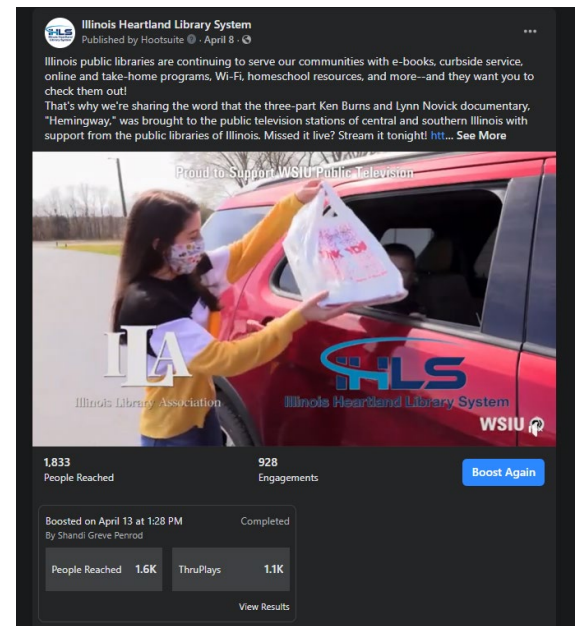
### COMMUNICATION GOALS:

*Submitted by Shandi Greve Penrod, Marketing Coordinator, and Danielle Beasley, Communication Coordinator*

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

### Highlights

- Welcomed Danielle Beasley, M.S.L.I.S., to the IHLS team as communications coordinator. Danielle recently came from Alpha Park Public Library District, where she was the adult services librarian and marketing manager. She'll be helping IHLS manage member outreach platforms such as the newsletter and social media, publishing grant opportunities and vendor discounts, and helping develop and advance the IHLS integrated marketing communication strategy. Welcome, Danielle!
- Promoted our WSIU Public Television TV spot. This spot was developed in collaboration with the Illinois Library Association and WSIU, an [advocacy video sponsorship spot](#), highlighting public libraries' continuation of service to their communities with e-books and more. The spot ran during National Library Week in April during the local broadcasts of the new Ken Burns documentary, *Hemingway*. To further take advantage of the opportunity and to maximize our return on investment, we shared the video with librarians in the *IHLS Member Connection*, posted it on the website and YouTube, and shared it on Facebook, Twitter, and LinkedIn. We pushed the Facebook post with a low \$20 budget to spread the message further into the public; we targeted Facebook users of the IHLS service area with one of several library-related keywords in their interests (such as "reading," "books," or "video games"), and received 1,074 additional video views and reached an additional 1,600 people in Southern Illinois and Central Illinois.
- Presented "Library Marketing on a Shoestring Budget and Tight Schedule: 20+ Tools to Make Your MarCom Shine" at Reaching Forward South (part of Reaching Forward Illinois) on April 15 ([recording available to ticketholders](#)). Presenting at events such as this helps



position IHLS as experts, engages members, and, in this case, helps members market and advocate for themselves.

- Represented the marketing interests of small and rural libraries through participation in the ILA Marketing Forum planning team.
- Worked to optimize the back end of our social media accounts in preparation for our new team member.
- Completed the setup of our [LinkedIn page](#) and began encouraging staff connected to another “IHLS” page to instead follow and affiliate themselves with this page. LinkedIn is anticipated to play an important role in positioning IHLS as thought leaders in Illinois and national library communities, though we do not anticipate posting with the frequency we do on Facebook.

### **Promotion**

- *Advocacy:*
  - *Libraries:* PBS sponsorship spot and promoted post (see Highlights)
  - *IHLS:* PBS sponsorship spot and promoted post (a collateral benefit)
  - *CMC:* an educational web article also has an advocacy purpose (see Continuing Education below)
- *Continuing Education and Networking events/opportunities:*
  - *IHLS:* Weekly IHLS Library Directors’ Chats, [IHLS Human Resources Webinar Series](#), IPLAR, ILLINET Survey, library annual certification, eRead renewals, [Library Link Roundup: April 2, 2021](#)
  - *SHARE:* Various upcoming webinars/trainings
  - *CMC:* Online with the Cataloging Maintenance Center, “[The Making of an Authority Record](#)” article
- *Discounts and demos:*
  - *IHLS:* Swank Movie Licensing, Comics Plus, Career Online High School, EBSCO

### **General Communication**

- *IHLS:* IHLS Member Connection newsletter (April 14), new IHLS phone answering system (multiple), Delivery quarantine ending, IHLS Board elections, Feedback Requested: Respect For Diversity Policy, various grants
- *SHARE:* SHARE Member Notes newsletter (April 13), SHARE Membership Meeting, Schools end-of-year information

### **Formal research**

- A/B email testing (continuous)

### **Trainings/networking events attended by department staff**

- Midwest Digital Marketing Conference, including sessions such as:
  - Irrational Loyalty: Reimagine Your Brand for the Post-Pandemic World
  - Ignite Your Facebook Ads Strategy
  - 3 Steps to Build a Brand Consumers Love

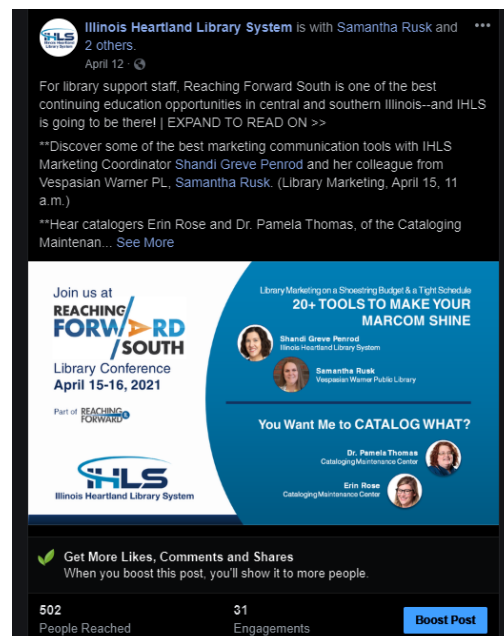
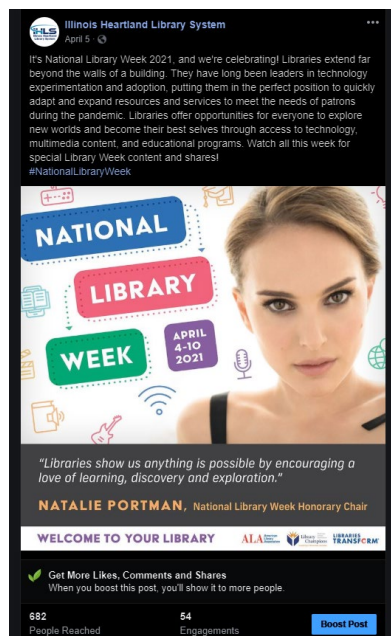
- The Power of Podcasting
- A Conversation with Lynn Fox of 'The Social Dilemma' on Humane Social Marketing
- Cookies are Crumbling: It's Batter Up for Email
- Facebook Paid Events
- CRM Superheroes Expert Panel
- The Marketer's New Reality: How has COVID-19 Changed Us?
- Leading Teams from a Distance
- Be an SEO Superhero with a Proper Website Audit Process
- Digital + Print = Perfect Fit

### Advocacy/networking events attended by department staff

- IHLS Directors' Chats

### Social media insights

- Facebook: 19 posts in April
  - *Awareness*: 6,065 total post reach, 303 average post reach, 6,804 total post impressions
  - *Engagement*: 1,066 post engagements, 53 average post engagements
  - *Change*: +5 average page likes (1,168), +2 followers (1,185)
- Twitter: 13 tweets in April
  - *Awareness*: 3,450 tweet impressions or 115 impressions per day
  - *Change*: +0 followers
- Most successful social media content (in addition to the video post highlighted above):



**BOARD SUPPORT GOALS:**

*Submitted by Stacie Bushong, Executive Assistant*

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

- Assisted the Nominating committee with the completion of their duties for the FY2022 Election.
- Continued work to update the new board member onboarding process.
- Created an online Board Intranet to begin using in FY2022
- Continued gathering and organizing documents for the FY2022 System Area & Per Capita Grant application.



# Human Resources Report

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Jill Trevino, Human Resources Coordinator*

**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, and member newsletters. April job openings include: SHARE Bibliographic Services Manager and Cataloger. In May we plan on recruiting for a Membership Coordinator for our school and academic member libraries.
- In our ongoing efforts to educate new staff on all IHLS policies and procedures upon hire, the onboarding of our Communications Coordinator in our Edwardsville location and CMC Cataloger in our Champaign location were presented via Zoom.



Live workshop or online training	Format	# of staff
Essential Employee Considerations for the Return to Office	SHRM Webcast	1
Elevate Leadership 2021	Zoom	7
HR Source Job Descriptions workshop (Member Library webinar)	Zoom	2
Authorized Agent Workshop Series	IMRF	1
Understanding COVID-19 Vaccines: A REALM Project Webinar	REALM-Webcast	2

Illinois Heartland Library System Annual Safety Training	HR Intranet	1
Adjusting to the Changing Job Market: Are You Prepared to Respond?	Gallagher-Webcast	1
American Rescue Plan Act (ARPA) of 2021 and COBRA	BooneChapman	1
Resolving Liberal Vs. Conservative Conflict in the Workplace	NicheAcademy	1
Preventing Back Injuries	GallagherCore360	1
Sexual Harassment and Discrimination - Employees	GallagherCore360	1
Basics of Defensive Driving (GB)	GallagherCore360	2
Defensive Driving-Accident Scene Management (GB)	GallagherCore360	2
Defensive Driving-Backing Safely-R is for Reverse (GB)	GallagherCore360	2
Defensive Driving-Reducing Winter Weather Accidents (GB)	GallagherCore360	2



# PLURALSIGHT

Live workshop or online training <b>Information Technogy Department</b>	Format	# of staff
Microsoft Intune - (series of 4 courses)	Pluralsight	1
CompTIA A+ (series of 2 courses)	Pluralsight	1
Certified Kubernetes Administrator (series of 3 courses)	Pluralsight	1
Kubernetes (series of 3 courses)	Pluralsight	1
Microsoft SharePoint (series of 2 courses)	Pluralsight	1
Microsoft Excel (series of 2 courses)	Pluralsight	1
iOS Development	Pluralsight	1
System Center Operations Manager	Pluralsight	1
Microsoft Teams	Pluralsight	1
Zero Trust Networking	Pluralsight	1
Swift	Pluralsight	1
System Center Configuration Manager	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. Though IHLS is not required by law to provide employees with any additional time off under the Families First Coronavirus Response Act (FFCRA), IHLS has made the decision to voluntarily extend FFCRA leave pursuant to the American Rescue Plan Act of 2021. This allows for the continuation of the prior plan coverages and additionally allows for paid time off to get a COVID-19 vaccine and allows for recovering if an employee has adverse side effects to the vaccination.

## **Employee Handbook Update**

- Human Resources is working 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, Holiday Pay, Personal Leave, and the Whistleblower policies were developed and will be presented in May to the Personnel and Executive Committees for comment and revisions before going to the May Board meeting.

## **Begin implementation and use of the employee timeclock system**

- Due to the coronavirus pandemic, we discontinued the use of the timeclock to reduce the spread of the virus. We are currently informing employees of the biometric data collection and collecting consent agreements for all non-exempt employees. As soon as forms are collected, we will begin the use of the timeclocks for reporting actual hours worked of all non-exempt employees.

## **Strengthen member libraries' general human resources knowledge.**

- We continue to investigate opportunities to educate member libraries in human resources administration. Human Resources is working in partnership with Ellen Popit and HR Source to provide Human Resources related courses to our member libraries in a three-part series. Each course will be held from 10-11:30 a.m. Course topics and dates are listed below:

### **Course completion for the month of April:**

*We had 31 member libraries in attendance and the course was available for viewing 7 days after the event was held for those members that could not attend.*

### **1. Job Descriptions: Why, What and How? - April 22, 2021**

A job description is an important tool to recruit and select the right candidate for the job. In addition, an effectively written, up-to-date job description contributes



to the success of most HR functions: recruiting and onboarding, setting expectations, assessing and developing a new hire, promoting, rewarding, and ultimately engaging and retaining candidates. The session will provide a proven process to ensure your organization is putting its best foot forward with comprehensive and compliant job descriptions.

**Upcoming Courses to be held:**

**2. Conflict Management - May 20, 2021**

Does the word "conflict" send you running for cover? Get you hot under the collar? Sound like a great opportunity to improve your organization? Conflict is necessary, even helpful, for organizations to grow and change. However, it still makes most people uncomfortable at best. Topics covered in this session include: exploring why conflict is so difficult, common conflict styles, identifying when to use each conflict style, and tips for having those difficult conversations.

**3. Critical Conversations: Conducting Effective One-on-Ones - June 17, 2021**

Managers and supervisors are busy. So, when employees are doing their job, it's easy to forget to take the time to let them know that they've done a good job. On the other hand, nobody likes to have those "difficult" conversations with employees to let them know that they're not quite cutting it! In this session, we'll go through the steps of conducting one-on-ones and performance feedback discussions while addressing the supervisor's responsibilities.





# Accounting Report

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## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

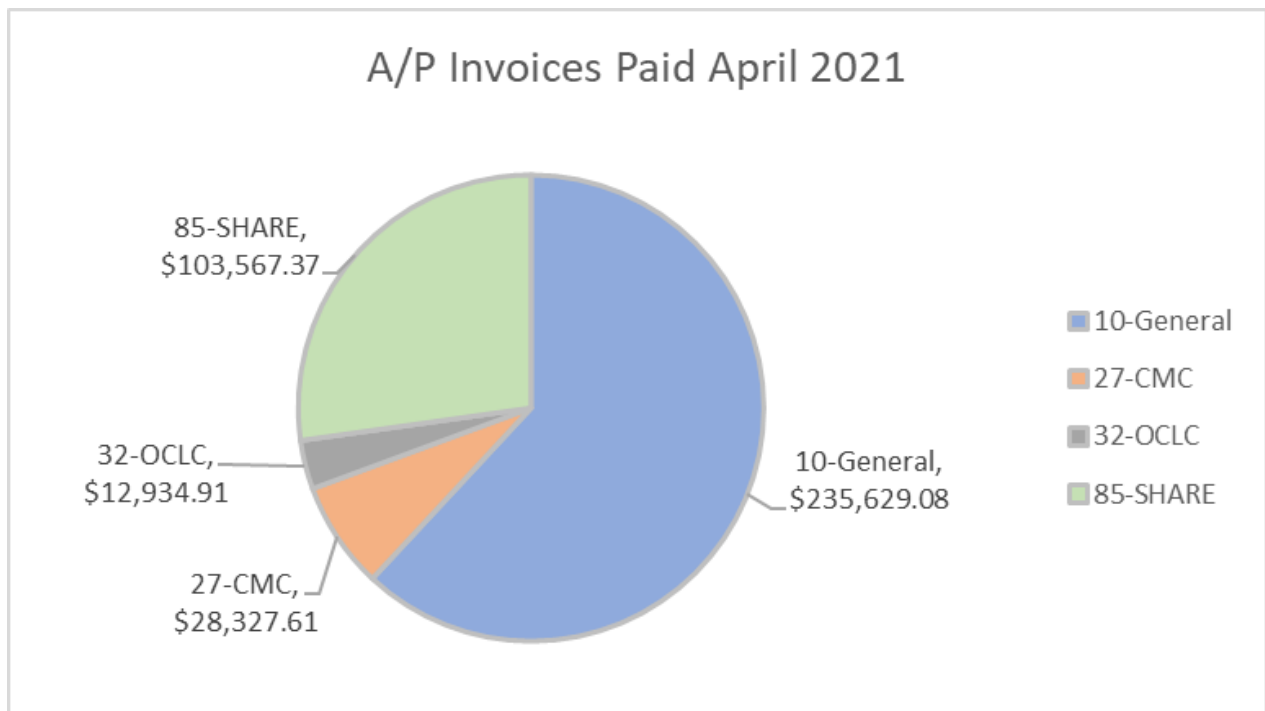
In April, we completed and presented the FY2022 draft budgets to the IHLS Board of Directors. Also, we attended the SHARE Executive Council meeting with the SHARE Finance and Policy Committee in attendance and presented to them the FY2022 draft SHARE budget. There was a lot of positive feedback on the new layout using the OpenGov software. The most common response was that it was much easier to read than our previous reports. We were pleased to hear this and will continue to improve our reporting capabilities with this software.

### 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.

- Prepared FY2022 draft budgets and narrative.
- Filed federal and state quarterly 941 payroll tax reports.
- Prepared and submitted quarterly grant reports.
- Prepared and submitted the FY2022 Online Computer Library Center grant application.
- Completed the budget portion of the FY2022 Cataloging Maintenance Center grant application.
- Prepared FY2021 budget amendment for the General and Cataloging Maintenance Center funds.
- Attended a meeting with the architect for the Champaign bathroom remodel project to discuss revisions to the request for proposal.
- Attended a meeting with a representative from Arthur Gallagher to review renewal rates for liability insurance policies.
- Attended a Busey Bank webinar on security.
- Attended a meeting with representatives from Color Art to review project plans for the Edwardsville building remodel and timeline.
- Attended weekly staff High Five meetings.
- Attended Leadership Team meeting.
- Attended SHARE Executive Council meeting.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed three payrolls in April.
- Prepared March 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 279 accounts receivable invoices (OCLC: 13 monthly, 5 quarterly, and 111 transactional; SHARE: 2 monthly, 4 transitional, 30 quarterly, 8 cloudLibrary eBook purchases, 86 quarterly barcoding & cataloging, 18 SAM, and 1 SHARE additional module Fee; General: 1 ILDS project).
- Received and posted 170 accounts receivable cash receipts checks totaling \$231,092.05 (OCLC: 57, SHARE: 76, and General: 37).
- Received and entered 58 accounts payable invoices.
- Disbursed 56 accounts payable checks totaling \$380,458.97.





# Information Technology Report

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## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

We have officially had the kickoff meeting with Ameex, the new company to do the website redesign. They have received our first payment and information is moving between Brant Wingerter, the project lead for IHLS, and our representatives at Ameex. The official kickoff meeting was April 26, 2021.

The IT team met throughout the month to discuss areas of responsibility for our team and what new projects we were all working on. The new technology that is available to us now has opened up a lot of options that were not available before. We can't all do everything, and this was a good time to go over what is new.

The new firewalls have been delivered and are in the process of being installed at all three offices and the University of Illinois colocation facility where our servers for SHARE are located.

The IT staff is trying to remain flexible for things that come up during the construction at Edwardsville. We will be working hard to make sure any changes to staff locations is accommodated to the best of our ability.

IHLS has had new staff join us recently recently and new laptops were delivered finally after many COVID-19 delays. We are working through the process of starting staff in a remote environment. It seems silly but having someone in the office initially to show all the tricks to is something we are used to doing. Since some staff are starting remote, we do not always get that opportunity. We are trying to use the intranet more for training, and hopefully this will help new staff feel connected and get up to speed.

IT expanded the IHLS intranet to allow more editors and trained more staff. Stacie Bushong requested a Sharepoint intranet site for board members to use and she did a great job of getting it put together. Once she is ready for it to go live, we will set up permissions and the new url. You will need your board email address and password in order to log into it.

### **Goals:**

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

- Kickoff meeting with Ameex complete.

## BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

*Submitted by Shelley Stone, SHARE Manager for Bibliographic Services*

The Melvin Public Library is our newest SHARE member. Melvin is a small town with a population of approximately 452 people in Ford County, Illinois. The librarian is now beginning to barcode their collection (about 8,000 items) after a visit from a SHARE staff member to complete set-up work and explain the barcoding process.



Melvin Public Library

Deborah Morris was hired as our newest Cataloging Maintenance Center cataloger. She has extensive experience with music cataloging. She also has good reading knowledge of French, German, Italian, Latin, and Spanish. Welcome to our team, Deborah!

### **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 544 items for SHARE member libraries.
- Imported 342 \$3 bibs for SHARE member libraries.
- Created 122 on order bib records for SHARE member libraries.
- Cataloged 153 items for new member libraries joining SHARE.
- Merged 191 bibliographic records, cleaned/corrected 3,132 bibliographic records, and cleaned/corrected 374 item records.
- Assisted Marissa Junior/Senior High School, a transitional library, with a barcoding day.
- Visited Melvin Public Library.

### **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.

- Conducted one online Barcoding I class with 8 participants.
- Taught the monthly Catalogers Training Session with 57 participants.
- Taught *Introduction to Authority Records* as an online class with 22 participants.
- Handled over 157 emails and contacts.
- Reviewed and imported 30 files with a total of 151 bib 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.

- Created 3 NACO name authority records and corrected one name authority record for improved user access.
- Cataloged 114 items for libraries in Illinois.
- Presented an Online with the CMC session entitled *Mixing it up: Mixed Materials* with 33 attendees.
- Continued working on creating metadata templates, renaming files, and organizing photographs for Marshall Public Library's oral history project in preparation for uploading to Illinois Digital Archives (IDA).
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Finished a project of cataloging postcards and photographs for Groff Memorial Library in Grayville, Illinois.
- Cataloged music audio discs for Roosevelt University Library.
- Cataloged braille books for Mattoon Public Library.
- Finished creating a new course in the training portal called *Cataloging 3D Objects, Kits, and Realia*.
- Presented *You Want Me to Catalog What?* at the Reaching Forward South annual conference.
- Attended Elevate Illinois Libraries Leadership Program.



# Delivery Report

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## DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*



Socrates. He knew that this is how things progress, and we are progressing in delivery. When you look back over the past year, this is what we have been doing. Figuring out what we do next and how we keep going.

Some of our recent challenges have been reducing the quarantine time and getting caught up with the backlog of items. And I am happy to share that we are all caught up in all of the hubs! Yay! Everyone made it a priority. They understand the large impact that these items circulating as soon as they can has for libraries and their patrons. We are on track to provide Amazon-like service, again.

Delivery has also been in conversations with Enterprise Fleet Management to make sure we are using their expertise to the fullest benefit. This has helped with predicting what next year looks like with vehicles as well as understanding the industry variables. Manufacturers are not able to keep up with the demand, so what that means for IHLS is that the new vehicles will be ready next March, which allows us to still have safe and reliable vehicles while optimizing the resale of our current vehicles.

The Champaign Request for Proposal (RFP) for the bathroom remodel has been revamped. We are hopeful that by making some doable changes this will attract more companies to bid. We have expanded the timeline for completion to the end of FY2022. This should entice companies to bid as they are always looking for indoor projects during inclement weather which we all know will be coming. We are looking at August to release the RFP with the modifications.

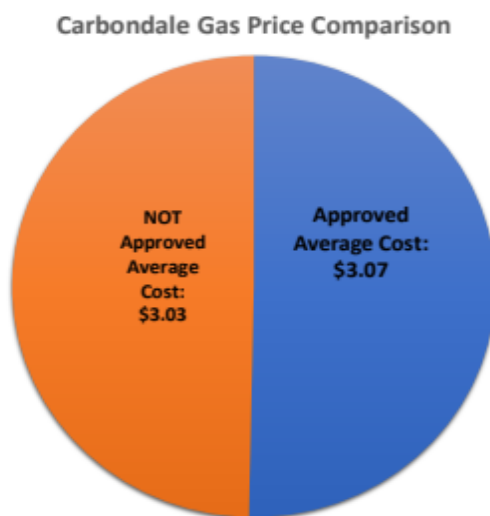
Edwardsville remodel is going according to the timeline. There has been some Plan B adjustments needed, however, overall, it is happening!



So all in all, April has been a busy, productive month.

- Activities:
  - Edwardsville Remodel
  - Enterprise Leasing Progression
  - RFP for Champaign Bathroom Remodel
- Meetings Attended:
  - High Five
  - Reaching Forward South Conference
  - Leadership Weekly
  - COVID-19 Response Team
  - Edwardsville Remodel
  - Wrap and Aftermarket Chat with Zach from Enterprise
  - Operations and Operations Team
  - All Delivery Staff Meeting
  - RUSA/Physical Delivery Meeting
  - Supervisors
  - Delivery Meeting with Illinois State Library, RAILS, and CARLI
  - ILA Awards Committee
  - Special Board Meeting
  - Regular Board Meeting

### Gas Price Comparison for Enterprise Fleet Management



Date	NOT APP	Route 1	Route 2	Route 3	Route 4
Mar 22	3.09	3.06	3.06	3.09	3.09
Mar 23	3.07	3.04	3.04	3.09	3.09
Mar 24	3.07	3.04	3.04	3.09	3.09
Mar 25	3.07	3.04	3.04	3.09	3.09
Mar 26	3.07	3.04	3.04	3.09	3.09

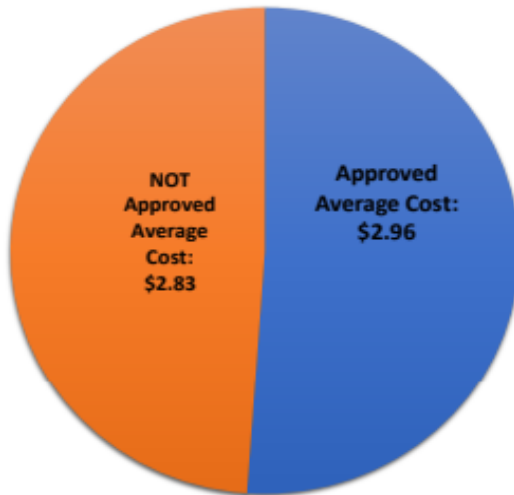
\* NOT APP were not approved Wex gas stations. All other routes are prices of approved stations. Prices do not reflect any discounts. Prices are assumed .XX9 and are not rounded up.

#### Other things to consider:

- Data does not show distance traveled to gas stations.
- For Carbondale, the closest approved Wex gas station is 16 miles away in any direction.
- If the gas station that is 16 miles away were to ever shutdown or have an accident (i.e., recently a car drove into it) there would be no other gas stations nearby.



### Champaign Gas Price Comparison



Date	App	Not APP
Mar 22	3.05	2.93
Mar 23	3.05	2.85
Mar 24	2.99	2.96
Mar 25	3.05	2.75
Mar 26	3.05	2.92

\* APP were approved Wex gas stations. NOT APP were not approved Wex gas stations. NOT APP was the highest price of gas listed for any given route that day. Prices do not reflect any discounts. Data was not available for every route. Prices are assumed .XX9 and are not rounded up.

- Data does not show distance traveled to gas stations.
- Courier drivers have driven 10 minutes out of their way to find the correct gas stations.
- Issues with closest Wex approved gas stations. Including, issues with receipt paper not being available at the pump, gas stations are often unsanitary, and courier drivers do not feel safe going there unless it is daylight hours.

### Edwardsville Gas Price Comparison



Date	NOT APP	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 7
Mar 22	2.96	2.94	2.99		2.99	2.97	2.97	
Mar 23	2.96	2.94	2.99	3.09	2.97	2.97	2.97	2.97
Mar 24	2.96		2.99	2.99	2.95	2.97	2.97	2.97
Mar 25	2.96	2.94	2.99	2.99	2.95	2.95	2.95	2.95
Mar 26	2.95	2.94	2.95	3.09	2.99	2.95	2.95	2.95

\* NOT APP were not approved Wex gas stations. All routes are prices of approved stations. Prices do not reflect any discounts. Prices are assumed .XX9 and are not rounded up.

#### Other things to consider:

- Data does not show distance traveled to gas stations.
- Some routes varied on which had a better price per gallon. This shows that the price of gas will vary by location traveled.
- Wex card no longer able to include a car wash with gas purchases.



# Membership Report

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## **MEMBERSHIP REPORT & STAFF ACTIVITIES**

*Submitted by Ellen Popit, Associate Director*

April continued to see a primary focus on working with our libraries to complete the certification process. April also provided some outstanding continuing education opportunities for those who work in IHLS 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.

- As this report is being written (5-17-2021), the certification process is 99.9 % complete with only one public library outstanding. It is anticipated this will be taken care of quickly. The IHLS Leadership Team and the Membership and Policy committee will consider five libraries that have fallen into the “Pending Review” category and a formal Membership Report will be sent to the board for their June meeting.

### **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.

- While no formal networking events appeared on the calendar during the month, it is worth repeating the fact the the Director’s Chats continue to be a wonderful online venue for conversations among our libraries. Participation remains robust with a group averaging about 45 people. Another reminder of the ways in which technology has made challenging times a bit easier.

### **CONTINUING EDUCATION GOAL:**

Increased continuing education opportunities as allowed by ISL directive.

April 15-16: After needing to cancel in 2020, Reaching Forward South was offered virtually in 2021. Members of IHLS staff who presented included Shandi Greve Penrod, Erin Rose, and Pam Thomas. Registrants this year were able to attend both Reaching Forward South and Reaching Forward (May 7, 2021) for a flat fee.

April 17: IHLS member libraries had the opportunity to participate in the ILS Trustee Forum webinar entitled: *Diversity, Equity, and Inclusion: What Library Trustees Need to Know*.

April 22: 36 IHLS libraries registered to participate in the first of our HR webinar series: *Job Descriptions: Why, What, and How*. An added benefit for the 2021 series is that the sessions are recorded and available to registrants for viewing over a seven-day period.

April 24: *Elevate*, the statewide Leadership initiative with Mark Puente, Senior Director of Diversity and Leadership Programs at the Association of Research Libraries, led a discussion on inclusion and equity.