

DIRECTOR & STAFF ACTIVITIES REPORT

MAY 2021



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



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

- Developed the first draft of the FY2022 integrated marketing and communications plan for IHLS. This plan will assist the marketing and communications team meet the goals and objectives outlined in the FY2022 Operational Plan. New for 2022: IHLS and library advocacy plans.
- Developed a flexible, general-use social media plan that will assist us in implementing daily themed social media posts (Monday: Continuing education, Tuesday: e-resources, etc.)
- Developed or updated the brand boards for IHLS, SHARE, and Cataloging Maintenance Center. New guidelines include colors plus color tints (to make it easier to choose consistent and on-brand colors for shaded boxes and backgrounds); “About Us” sections listing the brand tagline, mission and vision statements, goals, and purpose (why) statements; and “Personality and Mood” sections including key adjectives and images to describe and illustrate how we want our brands portrayed.

COLORS

IHLS NAVY #133064 RGB: 19, 48, 100 CMYK: 100%, 90%, 33%, 23% PANTONE SOLID COATED: 2118-C PANTONE METALLIC: 8783-C	50% #899882 RGB: 137, 152, 178 25% #C4CBD8 RGB: 196, 203, 216	IHLS BRIGHT BLUE #0080B3 RGB: 0, 128, 179 CMYK: 85%, 41%, 12%, 0% PANTONE SOLID COATED: 2158-C PANTONE METALLIC: 8203-C	50% #80C0D9 RGB: 128, 192, 217 25% #BFDDEC RGB: 191, 223, 236
IHLS ORANGE #F96B0C RGB: 249, 107, 12 CMYK: 0%, 72%, 100%, 0% PANTONE SOLID COATED: 2119-C PANTONE METALLIC: 8783-C	50% #FCB586 RGB: 252, 181, 134 25% #FEDAC2 RGB: 254, 218, 194	IHLS GRAY #B9BCC1 RGB: 185, 188, 193 CMYK: 28%, 21%, 10%, 0% PANTONE SOLID COATED: UNKNOWN PANTONE METALLIC: UNKNOWN	50% #DCDEE0 RGB: 220, 222, 224 25% #EEEEF0 RGB: 238, 238, 240

Promotion

- Continuing Education and Networking events/opportunities:*
 - IHLS:* Weekly IHLS Library Directors’ Chats (multiple), IHLS Members Matter, [IHLS Human Resources Webinar Series](#), [Library Link Roundup: May 7, 2021](#)
 - SHARE:* Various upcoming webinars/trainings

- CMC: Online with the Cataloging Maintenance Center: "[Cheerios, Rice Krispies, or the Directory of Overseas Summer Jobs?](#)"
- *Discounts and demos:*
 - IHLS: Swank Movie Licensing, Comics Plus, LibraryAware, Career Online High School, EBSCO

General Communication

- *IHLS:* IHLS Member Connection newsletter (May 5 and 19), Surplus Vehicle Auction, various grants, IPLAR, ILLINET Survey, library annual certification, eRead Illinois and SHARE renewals and new memberships, Member Comment: FY2022 Op Plan & Budget, Diversity Policy
- *SHARE:* SHARE Member Notes newsletter (May 11), SHARE Membership Vote, SHARE Membership Vote Results, SHARE Membership Meeting, SHARE annual renewals

Formal research

- A/B email testing (continuous)
- Library Director Mentorship Survey draft
- SHARE Common Loan Period Interest Survey

Trainings/networking events attended by department staff

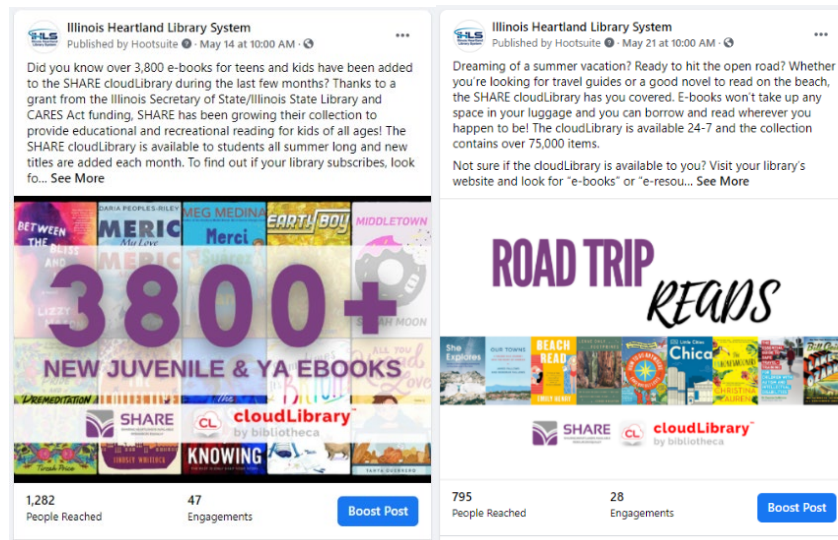
- On-demand sessions from the Midwest Digital Marketing Conference
- Hybrid Events: Tactics to Blend the In-Person and Digital Experience
- Advocacy Bootcamp, a session of Reaching Forward

Advocacy/networking events attended by department staff

- IHLS Directors' Chats
- IHLS Members Matter

Social media insights

- Facebook: 37 posts in May
 - *Awareness:* 8,725 total post reach, 236 average post reach, 9,340 total post impressions
 - *Engagement:* 293 post engagements, 8 average post engagements
 - *Change:* +4 average page likes (1,172)
- Twitter: 16 tweets in April
 - *Awareness:* 3,450 tweet impressions or 87 impressions per day
 - *Change:* +2 followers
- Most successful social 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.

- Facilitated finalization of the FY2022 System Area & Per Capita Grant application
- Continued preparing updates to the board orientation process



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, Handshake, and member newsletters. May job openings included: SHARE Bibliographic Services Manager, Membership Coordinator, Courier in Carbondale, Sorter in Edwardsville, and Cataloger in Champaign.

Live workshop or online training Information Technology Department	Format	# of staff
Computer Fundamentals: Hardware	Pluralsight	1
Managing Kubernetes Controllers and Deployments	Pluralsight	1
Configure and Protect Devices with Microsoft Intune	Pluralsight	1
Enroll Devices into Microsoft Intune	Pluralsight	1
Introduce Microsoft Endpoint Manager and Prepare Microsoft Intune	Pluralsight	1
Computer Fundamentals: Virtualization and Cloud Computing	Pluralsight	1
Continuous Delivery and DevOps with Azure DevOps: The Big Picture	Pluralsight	1
Deploy Apps with Microsoft Intune	Pluralsight	1
Computer Fundamentals: Hardware and Network Troubleshooting	Pluralsight	1

Live workshop or online training	Format	# of staff
HR Source workshop Conflict Management (Member Library webinar)	Zoom	3
Illinois Heartland Library System Annual Safety Training	HR Intranet	1
Employee Handbooks: Do's and Don'ts for 2021	FordHarrison	1
What You Need to Know - COBRA Subsidy Under the American Rescue Plan Act	FordHarrison	1
Sexual Harassment and Discrimination - Employees	GallagherCore360	1
Preventing Back Injuries (GB)	GallagherCore360	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.

Consolidated Omnibus Budget Reconciliation Act subsidy compliance with the American Rescue Plan Act of 2021

- Human Resources attended trainings for compliance with the Consolidated Omnibus Budget Reconciliation Act subsidy requirement outlined in the American Rescue Plan Act of 2021. All spreadsheets were completed and sent to Boon-Chapman, our Consolidated Omnibus Budget Reconciliation Act administrator, so that proper notification is sent to former employees in accordance with the act.



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, flextime and telecommuting policies, and the Telecommuting Agreement, were developed and will be presented in June to the Personnel and Executive Committees for comment and revisions before going to the June Board meeting.

Implementation and use of the employee timeclock system

- We have collected Biometric data collection and consent agreements for all non-exempt employees. Human Resources is working in partnership with the Finance department to ensure that we have written procedures and behind the scenes processes worked out for a full implementation of time clock for the first payroll in July. Human Resources and Finance are conducting staff trainings in June on the use of the time clocks and reviewing procedures for missed punches, time off approval, clocking in and out for lunch, etc.

Safe Environment for employees during Edwardsville Remodel

- Human Resources worked with Leslie Bednar in making sure that employee safety was taken into account as we began our Edwardsville remodel. We contacted an Environmental Testing company and scheduled air quality testing in late May in which they found that the building was safe for occupancy. They also allowed us to borrow two negative air machines so that we can continue to circulate the air as the remodel continues. Additional testing will be conducted before employees make a full return to work in the office.



Composed a Return to Work plan for all employees

- Worked in partner with the Leadership team to compose an official return to work plan for those remaining office employees currently working remotely due to the pandemic and also due to Edwardsville construction. It has been decided that we will take a phased approach and slowly return to our full in-person work schedules with everyone returning to normal work schedules after the Labor Day holiday.

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.

Course completion for the month of May:

We had 35 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.

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.

Course schedule for June:

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

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

After a long budget season, final adjustments were made to the FY2022 draft budgets and presented to the IHLS Board of Directors. We were able to complete the remaining components to the FY2022 System Area and Per Capita Grant for submission to the Illinois State Library.

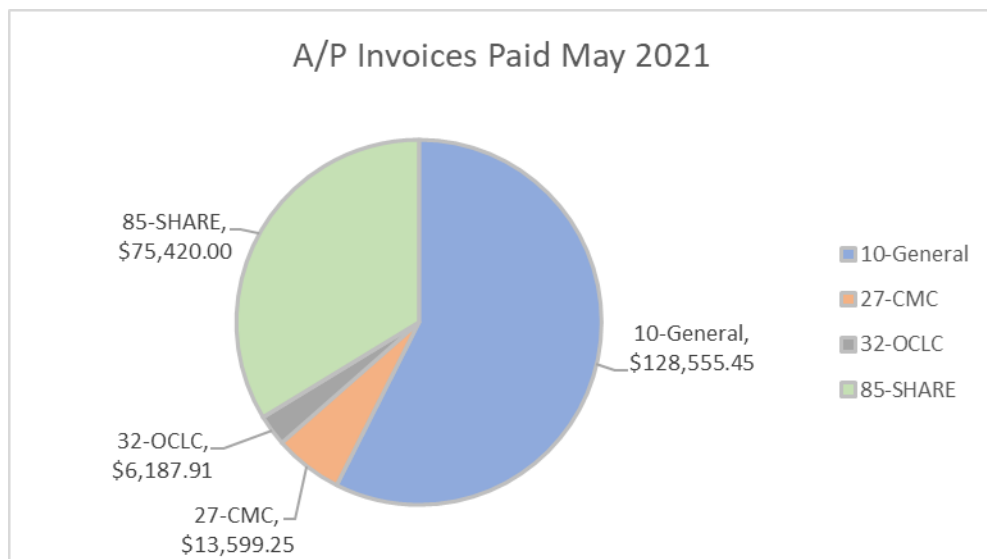
As we finalized one project, we moved onto the next. We started meeting with Human Resources to begin the process of using the Microix timekeeping program. We were at the point of starting to use this program when COVID-19 began, and we are very excited to start this project back up. We believe this is going to be a large timesaver for our department and for all users and managers.

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 Arthur J. Gallagher webinar “A Dollars and Sense Approach to Financial Wellbeing”.
- Attended an Illinois Municipal Retirement Fund webinar “2021 Rate Meeting”.
- Attended an OpenGov webinar “Training and Product Updates for Budgeting & Planning and Reporting & Transparency platforms”.
- Attended a meeting with representatives from the Illinois State Library and Reaching Across Illinois Library System regarding the Illinois Library Delivery Service exchange point.
- Attended a meeting with representatives from Color Art to review the Edwardsville building remodel.
- Attended meetings with Human Resources to begin using the Microix timekeeping program.
- Attended weekly staff High Five meetings.
- Attended Leadership and Supervisors Team meeting.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared the final version of the FY2022 draft budgets and narrative.
- Prepared FY2021 budget amendment for the SHARE fund.
- Prepared and processed two payrolls in May.
- Prepared April 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 134 accounts receivable invoices (OCLC: 13 monthly and 102 transactional; SHARE: 2 monthly, 2 transitional, 12 cloudLibrary eBook purchases, 1 quarterly barcoding & cataloging, and 1 Cloud subscription; General: 1 ILDS project).
- Received and posted 155 accounts receivable cash receipts checks totaling \$2,415,794.91 (OCLC: 70, SHARE: 74, and General: 11).
- Received and entered 56 accounts payable invoices.
- Disbursed 59 accounts payable checks totaling \$223,762.61.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Website update: This project continues to progress and communication with Brant Wingerter, the IHLS project manager, and Ameex is very good. A meeting is being scheduled with other IHLS staff in the next week or so, depending on availability, to make sure others' input is gathered for the project.

The IT team is moving more of our documentation and procedures to the Microsoft Sharepoint cloud. It ensures that even if our physical sites are unavailable, our documentation and procedures are still accessible. We have also started saving additional copies of the SHARE Polaris database to the cloud so we have more restoration options if there are issues in the future.

The new firewalls have been installed at our offices in Edwardsville and Carbondale. We are scheduling a trip to Champaign to install the final two and perform other maintenance on-site while we are there.

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

IT expanded the IHLS intranet to allow more editors and trained more staff. Danielle Beasley has been trained on content creation and is doing great! It is anticipated that she will become the primary content creator for the Intranet. Each department will still have their areas of responsibility, but Danielle will be the central person that edits the main page and promotes articles from each department.

Goals:

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

- Discovery phase almost complete. Next phase will be to install the new environment and create models of the new site.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

The SHARE cataloging department has been busy cataloging items like the games pictured below for Rantoul Public Library.



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 621 items for SHARE member libraries.
- Imported 348 \$3 bibs for SHARE member libraries.
- Created 81 on order bib records for SHARE member libraries.
- Cataloged 91 items for new member libraries joining SHARE.
- Merged 348 bibliographic records, cleaned/corrected 2,857 bibliographic records, and cleaned/corrected 372 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.

- Conducted one online Barcoding I class with 11 participants.

- Taught the monthly Catalogers Training Session with 53 participants.
- Taught *Library of Congress Subject Headings* as an online class with 17 participants.
- Handled over 242 emails and contacts.
- Reviewed and imported 23 files with a total of 95 bib records for beginning catalogers.
- Visited Melvin Public Library to train the librarian and two others to barcode the library's collection.

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 for improved user access.
- Cataloged 132 items for libraries in Illinois.
- Presented an Online with the CMC session entitled: *Cheerios, Rice Krispies, or The Directory of Overseas Summer Jobs?* with 61 participants.
- 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.
- Cataloged music audio discs for Roosevelt University Library.
- Cataloged braille books for Mattoon Public Library.
- Finished creating the Moodle course *3D Objects, Kits and Realia*. It started on May 24th with 19 students.
- Two students from the University of Illinois at Urbana-Champaign began a summer internship with the CMC on May 17th.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



May was a tough month. Operations wears not just the delivery hat, but also wears the hat of buildings. The Edwardsville Building Remodel started in earnest. With a completion date of June 30, 2021, it was a fast and furious beginning. I am pleased to say that the June 30 date is within reach.

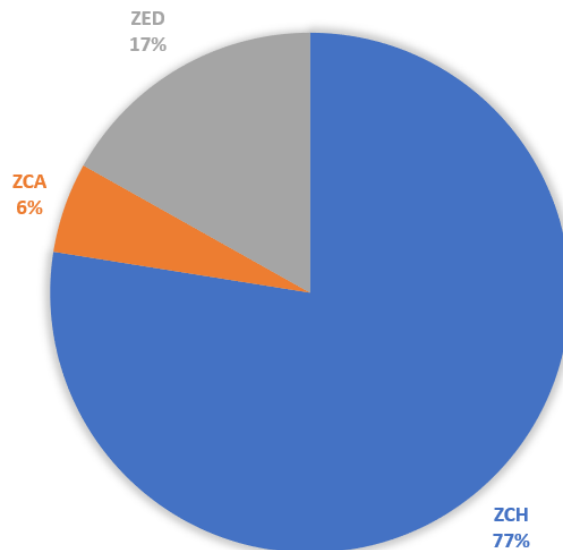
Due to a couple of unavoidable construction processes, sorting was paused for two days. Which, since it was at the same time as Memorial Day, well, we had quarantine levels of tubs. The staff (sorters, drivers, and IHLS staff) came together to reduce the stacks quickly and items are now flowing as "normal."

In delivery, we provide a service that is unique to IHLS. We provide Delivery on the Go (DOG). What that is, each route has the same libraries and in the same order daily. This allows for a library that is #4 in order on the route to be able to have same day delivery of items that are borrowed from library #1, #2, and #3. What happens is that one of those libraries before #4,

sets the item(s) out separately from the tub items and the driver will deliver those items to the requesting library later on the route. Same day delivery.

This does a couple of things. The patron gets their item super quick and, for the system, these items are not having to be taken to the hub to be sorted back out to the receiving library. Less work and more efficient! Below is a graph showing how many DOG items IHLS does in a typical month. This is something we are bringing attention to in order for more libraries to be aware of this service.

DELIVERY ON THE GO ITEMS MAY 2021



Total # of Items	
ZED	159
ZCH	731
ZCA	53
Total	943

Meetings:

- Leadership
- 3 IHLS Delivery
- Directors' Chat
- Planning meeting for discussion about Illinois Library Delivery Service (ILDS) exchange point
- Physical Delivery Meeting (American Library Association; ALA)



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

This month SHARE staff have been working hard to present new proposals to members, including the proposal to add a mobile app for SHARE members. The vote opened on May 12 and was approved! In addition, we have been working to restart the Kit & Kaboodle program, promoting it at both member events and in the newsletter. We had a refresher admin training and have resumed processing new kits!

LLSAP (SHARE) GOAL:

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

- Met with HR to review new staff benchmark data.
- Participated in the AISLE partnership group.
- SHARE staff participated in Illinois Library Association's (ILA) Reaching Forward.
- Met with Illinois State Library to discuss IHLS/Reaching Across Illinois Library System (RAILS) exchange.
- Presented four proposals to members in the SHARE Membership Meeting.
- Opened an electronic membership vote and election for SHARE Executive Council FY2022.
- Participated in ILA's Intellectual Freedom Committee.
- Promoted Explore More Illinois via the SHARE newsletter.
- Sent out multiple quotes for Swank Movie Licensing, with a special license for outdoor showings through the end of 2021.

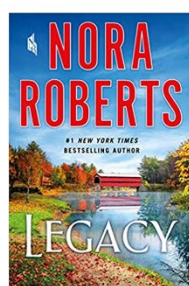
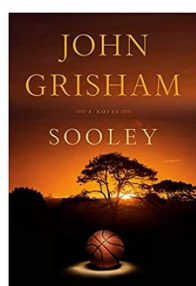
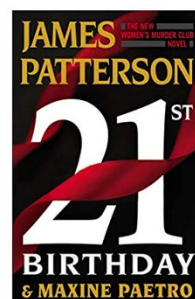
LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Zach Henderson taught 9 circulation trainings to 11 participants in May, as well as a custom training on homebound patron services.
- Participated in the weekly IHLS Directors' Chat.
- SHARE staff updated members in the IHLS Members Matter meeting.
- Reminded members of Polaris features, including preferred name and gender fields.
- Reminded members of procedures when items are returned damaged or missing, based on a member request.
- Provided members with readers advisory support, with the top requested SHARE titles in May.



Top Requested Books of May 2021



ILLINET INTERLIBRARY LOAN GOAL:

Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).

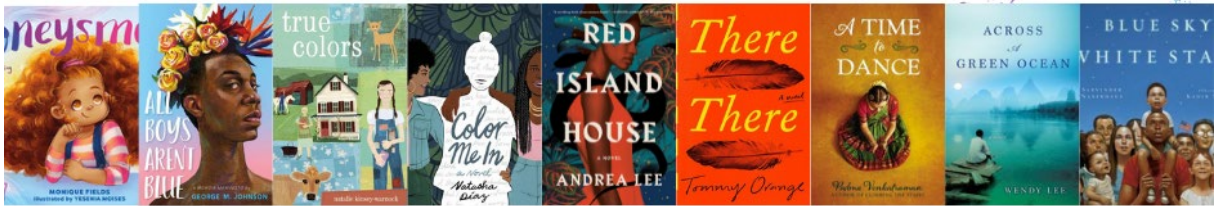
- Utilized the SHARE newsletter to stress reciprocal borrowing is for physical items only, not e-resources or interlibrary loan access.

E-RESOURCES GOAL:

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

- cloudLibrary users checked out 33,879 owned titles and 1,076 pay-per-use titles in May.
- Provided information to members about an IHLS discount for LibraryAware (EBSCO) and Comics Plus (Brodart).
- Completed ordering for the CARES e-books grant program, ordering 488 titles for a cost of \$13,922.21 in May.
- Promoted the CARES grant for e-books in the SHARE newsletter, advertising that we have purchased over 3,800 e-books for kids and teens.
- Provided patron-based marketing support to member libraries, promoting cloudLibrary, summer programming, and the ILA i-Read program and this year's summer reading theme, Reading Colors Your World.

READING *Colors* YOUR WORLD



SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY



cloudLibrary™
by bibliotheca



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Certainly, wrapping up certification was the biggest accomplishment of May 2021. It is very much like the end of a marathon--it is steady all the way through, but there is always a big push at the end. This year we had the challenge and benefit of using a new platform to complete this annual task. The challenge was that it was a learning curve for many. The benefit is that a significant number of library workers and system staff know much more about using the new L2 and that is a very good thing!

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.

- The annual certification closed on May 15th. All agencies completed the online certification through Library Learning (L2) and the Interlibrary Loan Statistical Survey. Three special libraries have requested to withdraw from system membership due to a lack of a library program at their agency.
- Illinois Heartland Library System (IHLS) has been contacted by two former public library members about reinstating membership and a newly formed library about joining the system.

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.

- IHLS staff participated in the third and final ILA Trustee Forum on Saturday, May 15th.
- The Association of Illinois Library Educators (AISLE) partnership meeting was held on Monday, May 3rd with participation from the AISLE, the Illinois Library Association (ILA), Reaching Across Illinois Library System (RAILS), and IHLS.
- IHLS staff participated in a meeting with our RAILS colleagues on May 19th to discuss the appropriate statewide messaging regarding the Student Online Personal Protection Act (SOPPA).

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by the Illinois State Library (ISL) directive.

- On Thursday, May 13th, a Members Matter event was held, and the topic of discussion was services that are available through the Illinois State Courts. The event drew 35 participants.
- On Thursday, May 20th, the second in our series presented by HR Source was held. The topic was conflict management and 32 people attended.