DIRECTOR & STAFF ACTIVITIES REPORT

NOVEMBER 2021

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

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

- Supported the Annual Library Crawl through marketing efforts.
  - Sponsored a Facebook event advertising campaign supporting the Annual Library Crawl, which is organized and presented by the participating public libraries of the IHLS service area. Ad was targeted to Illinois residents located in the IHLS service area and with one of several interests listed. *ad results shown in accompanying image*
  - Developed a Library Crawl webpage through which to curate Library Crawl resources for libraries.
- Promoted IHLS services and engaged with members during the Illinois Library Association virtual conference.
  - Developed a virtual exhibit with graphics promoting Member Day 2021 and with handouts.
- Assisted SHARE in finalizing the elements for the SHARE Mobile Library app launch, including:
  - Developing and sending out a press release to local news outlets around each of the three hub locations.
  - Collaborating with SHARE staff to develop a promotional video for the app.
  - Creating a page on the SHARE website and the included marketing materials: downloadable door/window signs, printable bookmarks, logos, sample social media posts, and more. These can be used by member libraries for the promotion of the app to their patrons.
- Worked with Cataloging Maintenance Center (CMC) staff to update the digital CMC brochure card. Added the handout to the IHLS virtual exhibit in the ILA virtual conference.
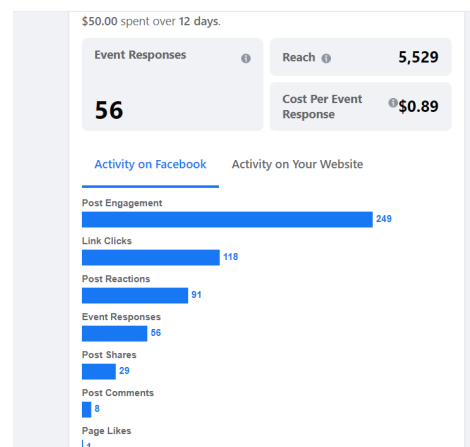
- Assisted HR in developing an employee benefits survey to assist in gauging the needs of IHLS employees and the benefits currently offered by IHLS.
- Continued working with Ameex on the redesign and functionality of Illinois Heartland Library System's new website.
- Continued working on elements for IHLS Member Day 2021:
  - Worked with the Member Day Sponsorship and Programming Teams on sponsor and speaker communications, respectively. Began soliciting event sponsorships/exhibitors.
  - Continued development of the virtual event portal graphics and copy.
  - Promoted the early bird registration deadline for Member Day.
  - Developed a graphic promoting the Member Day Virtual Exhibit Hall, to be printed on the label of the "Sweet Gift."
- Collaborated with HR staff on employee COVID-19 communications.
- Set up a new vendor discount through LOTE Online for Kids for member libraries. LOTE Online for Kids is an online database of digital picture books in Languages Other Than English. LOTE's resources help libraries engage and include multilingual families in their communities.
- Finalized discussions with WSIU about a sponsorship promoting Illinois libraries. The initial spot will feature public libraries with plans to change the spot in the future to one featuring school libraries/librarians.
- In collaboration with Membership, CMC, and SHARE staff, Marketing/Communication staff swiftly developed and implemented an issues management plan regarding CMC misinformation promoted by RAILS.
  - **Issue summary:**
    - RAILS developed a new cataloging project and promoted it as handling foreign languages that the CMC does not handle.
    - However, the CMC handles all foreign languages and has catalogued around a dozen European and Asian languages over the past 2.5 years; metrics are reported regularly to the Illinois State Library.
  - **Action Taken:**
    - Worked with CMC staff to develop an article highlighting the non-English language work the CMC has done. Developed an accompanying graphic. Published the article on the IHLS website and CMC overview page, social media, and Member Connection newsletter.
      - No-fee Cataloging Support for Languages from A to Z (see image)
    - Corrected, clarified, and added information on the CMC overview webpage.

- The [CMC brochure card](#), included on our website both as graphics and as a PDF download, highlighted the CMC's ability to catalog foreign languages. However, a small piece of outdated text on the same page said "most modern European languages" could be accommodated. This was adjusted to read, "Eligible collections of material in most modern foreign languages and Braille can be accommodated."
  - Added foreign language special collections as an example on the CMC webpage: "Eligible collections for original or copy cataloging include genealogy, local history, and special collections (as defined by your library; for example: local authors, community cookbooks, government documents, Asian languages, etc.)."
- Highlighted the CMC and their services, including foreign language special collections, in the ILA virtual conference booth (and, in November, at the AISLE in-person booth).

Promotion:
- *Advocacy:*
  - *IHLS*:
    - IHLS Staff Spotlight Fridays
  - *CMC:*
    - Foreign language special collection campaign (see *Highlights*)
  - *CE & Networking events/opportunities:*
    - *IHLS:* Weekly IHLS Library Directors' Chats (multiple), IHLS Members Matter (Oct. 21), Library Links Roundup (Oct. 1)
    - *CMC:* Online with the CMC
    - *SHARE:* catalogers training
- *Grants:*
  - FY2022 School District Library grant, Live and Learn Construction grant, Public Library Per Capita and Equalization grants

General Communications:
- *IHLS*: IHLS Member Connection newsletter (Oct. 6 & 20), IHLS Members Matter (Oct. 21), IHLS Directors' Chats, Shelley Stone Retirement Reception, IHLS Member Day Early Bird registration deadline, Library Link Roundup (Oct. 1), Illinois Library Law & Standards Guides
- *CMC*: No-fee Cataloging Support for Languages from A to Z
- *SHARE*: SHARE Bib and Cataloging Standards Committee input for agenda, Internet Explorer Retirement, SHARE Mobile Library launch, Polaris Upgrade, SHARE Oct. Catalogers Training Session, SHARE newsletter (Sep. 14)

Formal research:
- A/B email testing (continuous)

Networking/continuing education events attended by department staff:
- IHLS Directors' Chats
- IHLS Members Matter
- IHLS RAILS Statewide Resource Sharing Meeting
- Association of Illinois Library School Educators partnership
- My Library Is... Advisory Committee
- Illinois Library Association Annual Conference (virtual)
- Nonprofit Marketers Network Annual Spectrum Conference (virtual)

Social media insights:
- Facebook: 21 posts in October
  - *Awareness:* 24,598 total post reach,793 avg. post reach, 28,823 total post impressions
  - *Engagement:* 28,363 post engagements, 915 avg. post engagements
  - *Change:* +34 (1,233)

- Twitter: 13 tweets in October
  - *Awareness:* 1,601 tweet impressions or 52 impressions per day
  - *Change:* +7 followers
- Most successful social media content:
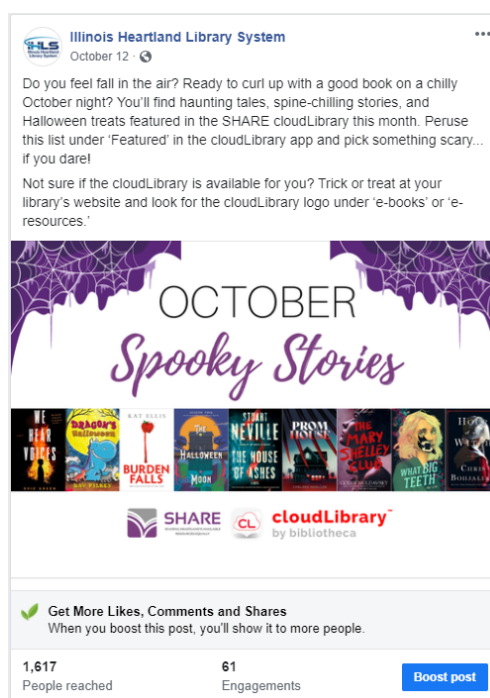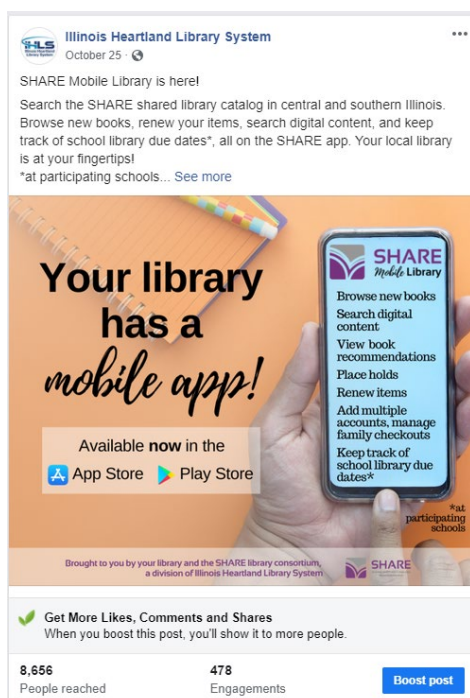
BOARD SUPPORT GOALS:
Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.
- Submitted an application to the State Archives for the destruction of 65 boxes of records.

FACILITIES GOALS:
Submitted by Heidi Margold and Sarah Taylor, Safety Committee Co-chairs

Provide a safe working environment
- The Safety Committee posted October Safety Tips which included information about Cyber Awareness Month, Global Handwashing Day and Fall driving during deer season.

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. October job openings included: Membership Coordinator, 1 Sorter, and 4 Couriers.

New hire orientations were conducted for the Courier in Carbondale, Sorter in Champaign, Sorter in Edwardsville, and two CMC Catalogers in Champaign via Zoom this month.

Live workshop or online training	Format	# of staff
IHLS Safety Training 2021	Intranet	4
Sexual Harassment and Discrimination - Employees	Gallagher Core 360	3
Basics of Defensive Driving (GB)	Gallagher Core 360	3
Defensive Driving-Accident Scene Management (GB)	Gallagher Core 360	3
Defensive Driving-Backing Safely-R is for Reverse (GB)	Gallagher Core 360	3
Defensive Driving-Reducing Winter Weather Accidents (GB)	Gallagher Core 360	3
Preventing Back Injuries (GB)	Gallagher Core 360	3
Celebrating HR: Your stories of Success	Gallagher	1
7 Costly Handbook Mistakes and How to Avoid Them	SHRM Webcast	1

Live workshop or online training **Information Technology Department**	**Format**	**# of staff**
Project 2019 Online Essentials	PluralSight	1
Kubernetes for Developers: Moving to the Cloud	PluralSight	1
Managing Kubernetes Controllers and Deployments	PluralSight	1
Managing Kubernetes Clusters with Lens	PluralSight	1
PowerShell DevOps Playbook	PluralSight	1
Building Dashboards from Prometheus Data in Grafana	PluralSight	1
Microsoft Information Protection: Implementing Information Governance	PluralSight	1
Running Prometheus in Production	PluralSight	1
Kubernetes Security: Minimizing Microservice Vulnerabilities	PluralSight	1
Maintaining, Monitoring and Troubleshooting Kubernetes	PluralSight	1
Windows Server Administration Fundamentals Using PowerShell	PluralSight	1
Windows PowerShell Toolmaking Fundamentals	PluralSight	1
Managing Advanced Kubernetes Logging and Tracing	PluralSight	1
Windows 11 First Look	PluralSight	1
Concurrent Programming with Grand Central Dispatch in Swift 5	PluralSight	1
Kubernetes for Developers: Deploying Your Code	PluralSight	1
Microsoft Endpoint Manager: Package Software for Deployment with MECM and Intune	PluralSight	1
Getting Started with OAuth 2.0	PluralSight	1
Kubernetes Security: Cluster Hardening	PluralSight	1
Managing Software in Linux with Debian Software Management	PluralSight	1
Monitoring Containerized Application Health with Docker	PluralSight	1
Configuring and Managing Kubernetes Networking, Services, and Ingress	PluralSight	1

COVID-19 Compliance, Policy, and Administration

- 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.

- October 11, 2021, marked our first round of testing under our new COVID-19 Testing/Vaccination Procedures for IHLS Staff. Unvaccinated staff must submit testing bi-weekly to ensure that IHLS is maintaining a safe work evrionment and reducing the risk of COVID-19 exposure.

- On October 19, 2021, we revised our policy to include managers in the collection of COVID-19 test results to make sure that they were aware of anyone not meeting the testing requirements. Requesting manager involvement was needed for timely notification if an employee who is not able to work needed a replacement so that we did not impact delivery or service to our member libraries.

Employee Handbook Updates

- 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, federal and state law legal updates were created and will be presented in November to the Personnel Committee for comment and revisions. These updates will be revised and placed in the new Employee Handbook in 2022 for a final review by the board once the entire manual is completed.
- Organized an Employee Handbook Committee to review all changes and compile them into a revised Employee Handbook.

Increasing Staff Communication Through the Use of the IHLS Intranet

- Employee Handbook/Policies & Procedures feedback posted on the Intranet on October 8, so that employees can comment, make suggestions, and ask questions on the policies before they are presented to the Board of Directors.
- COVID-19 Testing/Vaccination Procedures for IHLS Staff were updated and posted on the IHLS Intranet and emailed to all employees.
- A survey was sent to all employees to encourage employee engagement within our monthly High Five meeting. Employees were asked what they would like to see presented in the meeting.

Benefits 2022 Renewal/Changes to our Benefit Plan

- Working in partnership with Finance to renew and choose our benefits package for calendar year 2022. We hope to have the details finalized by the end of November for rollout to employees. Open Enrollment will consist of both in-person and virtual meetings.

- Worked with Marketing, Communications, and IT to develop a benefits survey to gauge how our current benefits are meeting employees' needs. This data will be used in the decision making process.

Job Descriptions updated for all Employees

- Managers sat down with employees to ensure that everyone had an updated job description that was signed and sent to Human Resourcs for placement in the employee's personnel file.

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The Finance Department continued to work with the Human Resources Director in getting quotes and reviewing plan options for the upcoming renewal of health, dental, vision, and life insurance. A plan will be selected, and open enrollment will begin in November.
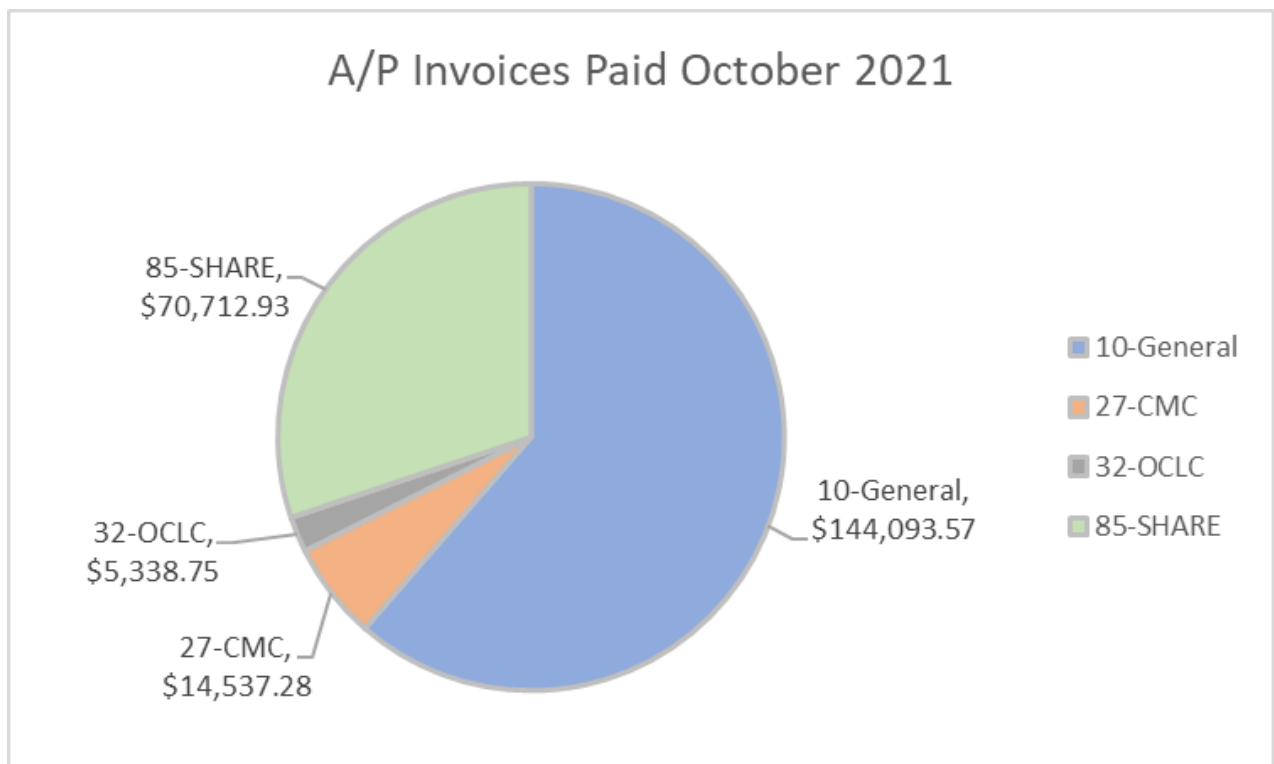
Rhonda Johnisee and Colleen Dettenmeier attended an OpenGov virtual conference. There was no cost for customers to attend and it was a great learning opportunity. They were able to utilize some of the information learned during the conference in a refresher training that was provided to the budget managers. An overview of the system was reviewed with the budget managers and discussions were started for the upcoming FY2023 budget season.

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 Fred Pryor webinar.
- Attended Members Matter.
- Attended meeting with a representative from OneDigital regarding health insurance benefits and administration options.
- Attended OpenGov virtual conference.
- Attended High Five and staff meetings.
- Attended IHLS Member Day planning meetings.
- Attended weekly Finance Department meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended IHLS Finance Committees and IHLS Board of Directors meetings.
- Arranged for the donation and disposal of contents in the storage containers at the Edwardsville office.
- Communicated with Republic Services to resolve trash billing at the Champaign office.
- Filed federal and state quarterly 941 payroll tax reports.
- Provided a refresher training course on the OpenGov budgeting software to the budgeting managers.
- Provided data to health insurance providers to obtain benefit quotes.
- Prepared and submitted quarterly grant reports to the Illinois State Library.
- Prepared and processed three payrolls in October.

- Prepared September 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 251 accounts receivable invoices (OCLC: 13 monthly, 5 quarterly, and 99 transactional; SHARE: 2 monthly, 32 quarterly, 4 transitional, 1 implementation, 2 additional Modules, 1 cloudLibrary Subscription, 4 cloudLibrary e-book purchases, and 81 quarterly cataloging and barcoding services; general: 1 ILDS project, 2 *Serving Our Public* books, and 4 *Illinois Library Laws & Rules* books).
- Received and posted 178 accounts receivable cash receipts checks totaling $469,617.70 (OCLC: 106, SHARE: 68, and General: 4).
- Received and entered 57 accounts payable invoices.
- Disbursed 61 accounts payable checks totaling $234,682.53.

A/P Invoices Paid October 2021

- 85-SHARE, $70,712.93
- 32-OCLC, $5,338.75
- 27-CMC, $14,537.28
- 10-General, $144,093.57

Legend:
- 10-General
- 27-CMC
- 32-OCLC
- 85-SHARE

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The Information Technology department has been hard at work this month in three main areas: Member Day planning, website project progression, and troubleshooting server issues for the SHARE server cluster.

Member Day will be a memory by the board meeting, but at the time of writing this report we are busy with testing connections, running practice sessions with presenters, and setting up all the back-end software to make it a success. Many people from many departments are making this happen. Communications and Marketing have been great at getting the information into PheedLoop, the software we are using to host the virtual event. There is so much to include and everyone is doing their part. I expect the day to be a success and thank everyone for their contributions.

The website group had a very important meeting with our vendor. The meeting to set the final changes to the last few pages of the site. These meetings have been around the structure and flow of these pages, and not so much the actual content. Once the bones of the site are completed, the website can be fully moved over with the current content from the IHLS website. The pause to make sure everyone was on the same page was extremely useful and is going to result in a better end product for IHLS. As soon as Member Day is over and our Communications and Marketing department has had a chance to breathe, we'll be focused again on the website project.

Finally, for the server issues for SHARE. There have been two major outages recently. The first was completely out of our control and resulted from a configuration error on our service provider's main switch. This outage occurred on October 18 and resulted in services to SHARE libraries being unavailable for about four hours. The second issue was experienced between November 10 through November 12. Over these three days, there were multiple times when one of our six servers was seen as down by the server management software. When this happens, the cluster of servers does what it's supposed to do and starts moving resources that were on that server to other servers. The problem was that it was happening to several servers and the moving of resources couldn't happen fast enough. Everything slowed down and became inaccessible. As of Friday, November 12, our Network Administrator, Brandon Chapman, applied some driver updates to the servers, and everything has been stable since then. We are hopeful this was the issue and the problem is resolved.

IT GOALS:

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

- Multiple meetings were held to finalize the remaining webpage designs. The project is moving forward again and we are looking forward to seeing the development site move forward with new changes soon. No ETA has been given by the vendor yet; however, much of the new information will need to be completed by IHLS staff. This content will be needed before we can go live on the new site.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Jennifer Baugh, SHARE Manager for Bibliographic Services & Dr. Pamela Thomas, Bibliographic Grant Manager, Cataloging Maintenance Center (CMC)

Praise for the women in the family, an Arabic book cataloged by the CMC

October is generally the start of conference season, and this year was no exception. Edie Elliott and Shelley Stone presented a well-attended session at the Illinois Library Association (ILA) annual conference entitled *Cataloging DVDs and Blu-rays with Resource Description and Access (RDA)*. Heidi Margold and three other speakers also presented a well-attended session entitled *Little Library, Big Dreams: Elevating a Local Project to a Global Platform* at ILA. In addition to our presenters, several other staff members also attended the 3-day virtual conference.

At the end of October, we said a bitter-sweet farewell to long-time staff member, mentor, and friend, Shelley Stone. A retirement party was held in Carbondale on Thursday, October 28, for Shelley. Member libraries, current and former staff, and Shelley's friends and family were all invited. It was a wonderful event filled with laughter and stories. We wish Shelley all the best in her retirement and future endeavors.

Two new CMC staff, Eric McKinney and Mary Cornell, joined the CMC team. Welcome Eric and Mary!

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 638 items for SHARE member libraries.
- Imported 298 $3 bibs for SHARE member libraries.
- Created 2 on order bib records for SHARE member libraries.
- Cataloged 80 items for new member libraries joining SHARE.
- Merged 211 bibliographic records, cleaned/corrected 2,790 bibliographic records, and cleaned/corrected 324 item records.
- Provided one-on-one instruction sessions to Carlinville Intermediate School and Wayne City Kissner Library over Zoom.
- Assisted Potomac Public Library, a transitional library, with a barcoding day.
- Visited Greenview High School, the newest transitional library, to get them set up for the barcoding process.

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.
- Presented at ILA on Cataloging DVDs and Blu-rays with RDA with 22 attendees.
- Conducted one online Barcoding I class with 3 participants.
- Provided administrative support for and attended SHARE Bibliographic and Cataloging Standards Committee meeting.
- Handled over 127 emails and contacts.
- Reviewed and imported 13 files with a total of 83 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.
- Co-presented at ILA, *Little Library, Big Dreams: Elevating a Local Project to a Global Platform*, with 73 attendees.
- Created 12 NACO name authority records for improved user access.
- Cataloged 158 items for libraries in Illinois.
- Continued working on Marshall Public Library's digital archives project and started creating metadata templates in preparation for uploading to CONTENTdm and Illinois Digital Archives (IDA).
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Continued working on the Alma cleanup project for the Consortium of Academic and Research Libraries in Illinois (CARLI): 1,386,182 records were deleted.
- Continued working on a small cleanup project for the SHARE database to make sure vinyl records and compact discs are on the correct bibliographic records.
- Taught RDA Book Training with 10 students successfully completing the course.
- Attended the Local History and Genealogy Forum.

DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

"A strong and vibrant interlibrary loan system is like the interstate highway system of ideas."
New Delivery Motto

In delivery, we put a three-question survey out to the delivery staff. We were trying to determine why we work for Illinois Heartland Library System and specifically WHY in delivery. The results showed that we work for the interaction between libraries, ourselves, as well as for our fellow co-workers. We are driven to support libraries and staff.

As we were constructing a simple, yet overarching statement, a patron of one of our member libraries sent the above sentence to Linda Petty, the Area manager in the Edwardsville office. Perfect timing. We reached out to the patron to make sure that they were fine with us using what was written. They gave us permission and thus our new delivery motto was born. We will have this poster sized on our doors, so we see it as we leave, and then again as we return to our delivery hubs. This is why we do what we do. To provide a strong, vibrant system of ideas.

DELIVERY GOALS:
Provide efficient provision of delivery services designed to support resource sharing among IHLS members. Provide accurate information and educational tools to support delivery. Provide accurate member library delivery data in L2.
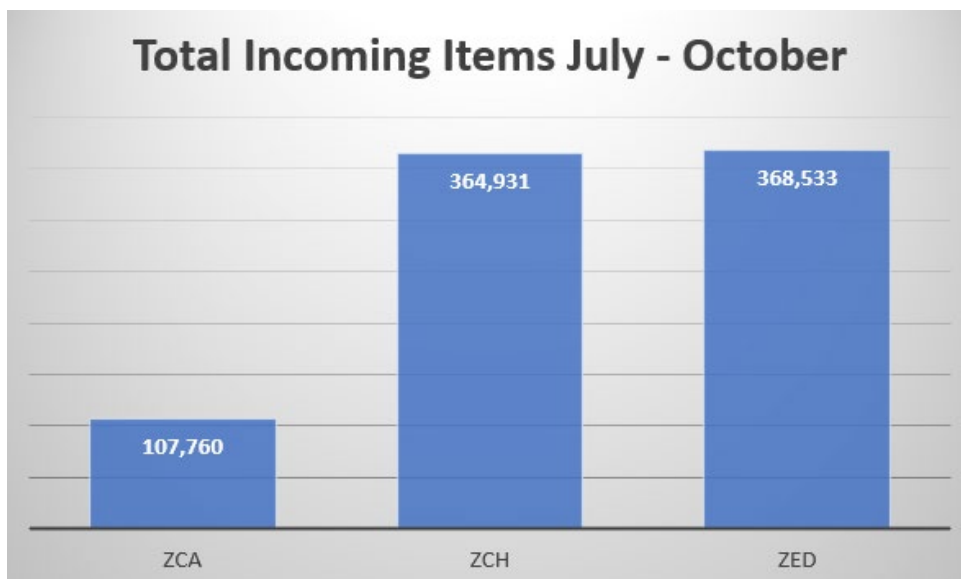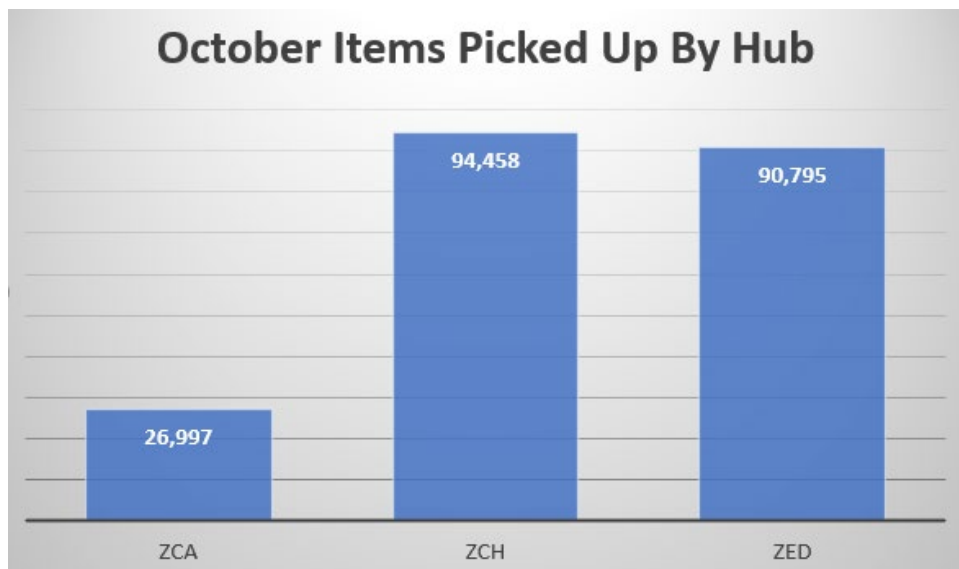
Meetings:
- 4 Operations Team meetings
- All Delivery Staff meeting
- High Five meeting
- 4 weekly Leadership meetings
- Supervisors meeting
- Illinois Library Association (ILA) Conference
- Illinois Library Association Award Ceremony
- Delivery On the Go (DOG) Campaign meeting
- Out of the Box Big Picture Kick Off Group
- 4 Member Day Planning meetings
- Informational meeting with LYNGSOE, logistics company

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

In any year, October typically marks the beginning of conference season. This year was no different and system staff and many of our member libraries participated in two virtual conferences. The Illinois Library Association (ILA) Conference was held from October 12-14 and the Association for Rural and Small Libraries (ARSL) Conference was held October 20-23. Both conferences plan to be back in-person next year. The ILA conference will be held in Rosemont, IL, and the ARSL conference in Chatanooga, TN. We are fortunate to have access to these quality learning experiences.

MEMBERSHIP GOALS:
Review membership of all system agencies on an annual bases. Support member libraries in their efforts to provide excellent library service to their stakeholders.

We can never work too far ahead. In last month's report, there was information regarding data collection, and as we prepare for the 2022 Library Certification process there is ongoing discussion about data needed from our schools and how to best collect it. A meeting on that topic was held on October 26th with statewide colleagues.

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.

- The monthly meeting with the Association of Illinois School Library Educators (AISLE) working group was held on Tuesday, October 5th.
- During the month of September, three Directors' Chats were held.
    - October 7th   22 attendees
    - October 14th   43 attendees
    - October 28th   38 attendees (approximately)

A **very** significant networking event occurred on October 28th as we gathered to celebrate the retirement of Shelley Stone. That may have been the 1st in-person general networking opportunity for IHLS staff and members since our Members Matter Meeting at the Illinois State Library on February 13, 2020. We all wore our masks at Shelley's party, but it was great to see lots of smiling eyes in person!

CONTINUING EDUCATION GOAL:
Increased continuing education opportunities as allowed by ISL directive.

- Anna Yackle, Membership Coordinator, presented at the Illinois Library Association Conference as part of a panel discussion sponsored by the Small and Rural Libraries Forum.
- The Members Matter session that is part of our "Third Thursday" program was held on October 23rd. The focus was "*Think Forward, Not Straight: Understanding the LGBTQ+ Spectrum* " and there were 39 atttendees.
- Work on Member Day continued with system staff from all departments contributing to the development.
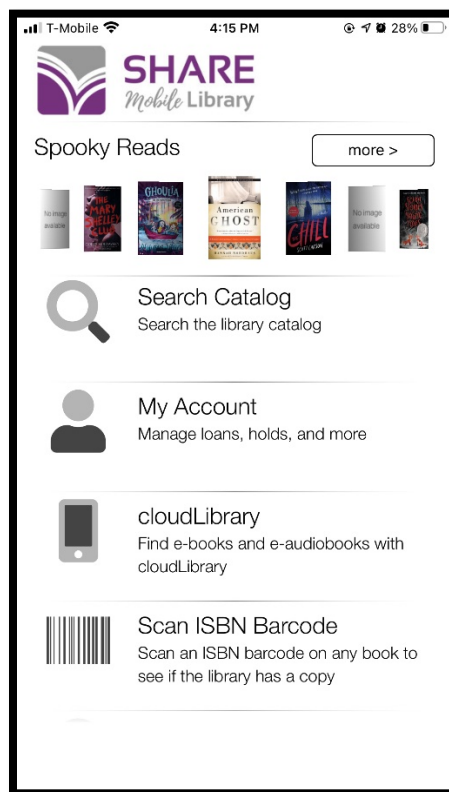
SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The SHARE Mobile Library has launched! Search SHARE Mobile Library or take a picture of the QR Code below to get the app.

The feedback has been amazing. Our members love the new app! There were 1,465 new downloads in October.

October has also been a month to get inspired! SHARE staff attended several events, including an "Out of the Box" strategic planning event, as well as the Illinois Library Association annual conference. Our SHARE/CMC staff presented sessions at ILA, including Heidi Margold, Edie Elliott, Shelley Stone, and Lesley Zavediuk. They all did a fantastic job and represented IHLS as a leader in the library community.

SHARE GOAL:
Provide an innovative resource discovery, sharing, and delivery system.
- Met with Leadership Team for an in-person meeting to discuss current issues.
- SHARE Executive Council met to discuss SHARE Mobile Library and a proposed policy for patron data privacy and security.
- SHARE Circulation & Resource Sharing Committee met to discuss the SHARE Mobile Library and potential technology upgrades through a new discovery layer.
- SHARE Bibliographic & Cataloging Standards Committee met to discuss cataloging documentation and $3 Bibs.
- SHARE and IT staff worked with Polaris to complete the 7.0 upgrade, including providing members with information about the new features.
- Discussed ways to spread the word about Illinois Libraries Present, a new resource sharing group that offers collaborative programming events for libraries statewide.
- Reached out to over 30 vendors and partner agencies to offer exhibit opportunities at IHLS Member Day.
- Met with RAILS LLSAP Sustainability Working Group
- Participated in the RAILS Consortia Committee Group

SHARE DEVELOPMENT GOAL:
Increase members participating in SHARE.
- SHARE staff taught 11 circulation trainings to 18 participants in October.
- SHARE staff provided an update at the IHLS Member's Matter event.
- SHARE staff helped members update their remote access to Polaris, in advance of the Windows 11 upgrade and subsequent Internet Explorer retirement.
- Sent 2 packets of information about SHARE to potential school library members.
- Provided members with readers advisory support, promoting the top requested SHARE titles in October. This information can now be found and shared from the IHLS Facebook page, the SHARE Mobile Library App, and also a SHARE Highlights Page (which can be found either on the SHARE website, under the "Connect" tab or at https://mailchi.mp/illinoisheartland/share-mobile-library).

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

- cloudLibrary users checked out 31,965 owned titles and 1,422 pay-per-use titles in October. We now have 54,349 owned items in our shared collection, and 23,115 additional items available for pay-per-use.
- Lesley Zavediuk was part of a panel presentation about how patron behavior has changed since the pandemic, in a session titled *The E-Book is Dead, Long Live the E-Book.* It will be very interesting to watch how the e-book marketplace will continue to evolve due to ongoing challenges in the supply chain, legal threats, and the pressure from librarians to offer more equitable pricing models.
- The October SHARE Member Notes newsletter included a cloudLibrary search tip. Use the keyword search and type 'cloudlibrary + search term; author; or title' and your results will only include cloudLibrary content. This trick also works with the new SHARE Mobile Library app!
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.