



Administrative Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

COMMUNICATIONS GOALS

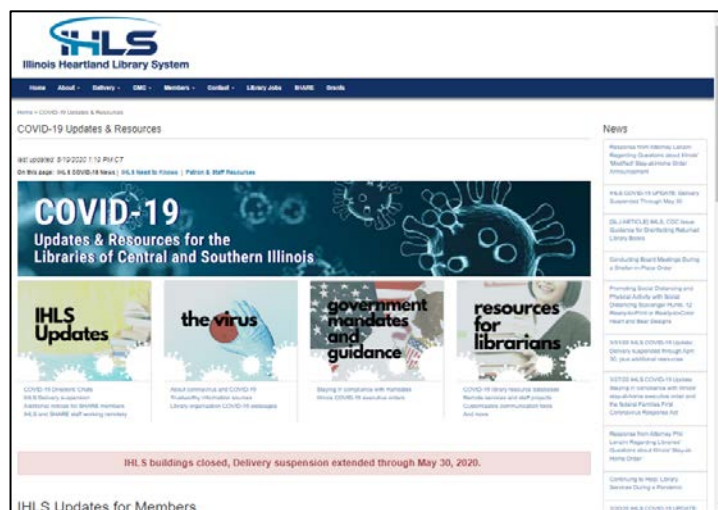
Submitted by Julia Pernicka, Communications Coordinator, and Shandi Greve Penrod, Marketing Coordinator

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

Understandably, our main focus in April was **COVID-19**. We continued to keep an eye on changing state mandates to determine how they would impact both IHL S and our members and to communicate useful information quickly and accurately. Our goal was to empower libraries with enough information, which allowed them to make informed decisions. The COVID-19 webpage was updated frequently and member updates were sent by email as needed and as believed prudent.

Other highlights:

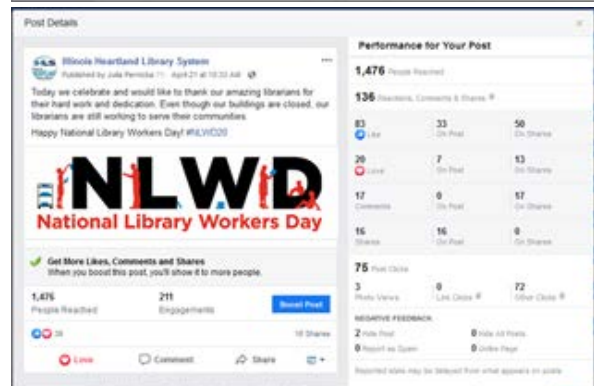
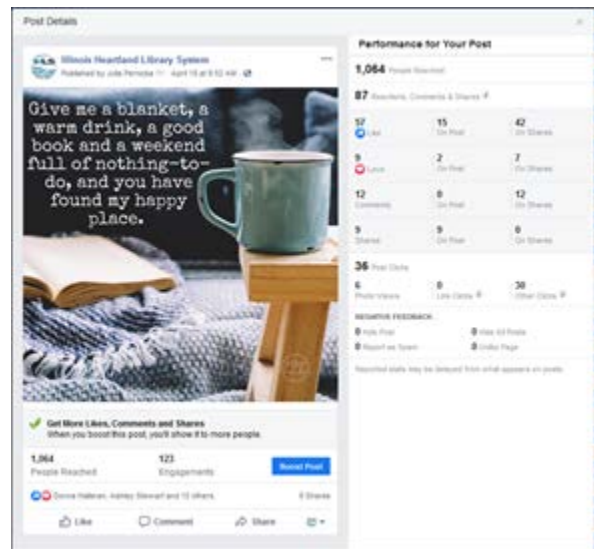
- Redesigned the COVID-19 webpage** to make the ever-growing list of resources more discoverable and understandable—in other words, more useful. That which began as a single page was split into **four main pages** and three subpages. Three resource databases were added so members could contribute sources, as was an idea file for sharing service and reopening ideas.
- Worked with the **ILA Marketing Forum** to get ILA's marketing Facebook group name changed from "RAILS & ILA Marketing Discussion Group" to "**ILA Marketing Group.**" Promoted a virtual marketing event held by the group.
- Worked with membership staff to promote a series of free webinars presented by HR Source, the first of which was titled **HR Department of (N)one**.
- Adjusted to cancellations. We were disappointed that the two-day **Midwest Digital Marketing Conference** in St. Louis was canceled in-person, however the event has moved to an online format and moved back to May. Attending some of these virtual sessions may help us as we plan future virtual events.



- Began working with the 2020 Member Day team on Member Day 2020 during the **Member Day 2020 kick-off meeting**. While there are a lot of questions and uncertainty, we are confident that we can provide a great experience in some form or another.
- Sent the monthly **IHLS Staff Connection** with the new focus of more human resources material provided by the HR Department.
- While the majority of the information shared through **social media** was COVID-related or continuing education-related, the two posts with the highest reach dealt with [relaxing and reading](#) (1,064 people reached, 123 engagements, 9 shares) and [National Library Workers Day](#) (1,476 people reached, 211 engagements, and 16 shares). Libraries may be feeling some information overload, or they may be happy just to share some happy news. Other high-performing posts included topics such as Census Day, Take Action for Libraries Day, and Heart Hunting/Bear Hunting templates.

Promotion

- Advocacy:
 - Census 2020 (social media only; re-developing plan for pandemic/post-pandemic)
 - IHLS (awareness in general public via shareable social media posts)
- CE events/opportunities:
 - IHLS Library HR Webinar Series
 - SHARE Polaris Leap Live Demos, videos now available
- Networking events/opportunities:
 - IHLS semi-weekly COVID-19 Directors' Chats
- Internal Communication
 - IHLS Staff Connection



General Communication

- IHLS Member Connection (published twice on regular 3-week schedule: April 7, 28)
- IHLS Board Vote Reminders
- SHARE Schools End of the Year Procedures
- SHARE Member Updates

COVID-19

- AASL and PLA COVID-19 surveys
- SHARE: CloudLibrary Temporarily Available to all SHARE Members

- IHLS COVID-19 Member Updates #6 (delivery and building extended closure) and #7 (“modified” extended stay-at-home order; included attorney guidance for curbside service)

Training events attended by department staff:

- Nonprofit Marketing seminar on Addressing Stress
- ALA webinar: Looking Ahead to Libraries Reopening
- National Library Week (April 19-25)
- Library Marketing & Communications “Town Hall”
- OCLC Virtual Town Hall "Libraries and the COVID-19 Crisis"

Networking events attended by department staff:

- ILA Marketing Virtual Meeting
- Semi-weekly Directors’ Chats

Social media insights:

- Grew viewership on social media
- Facebook
 - 16 new likes, 1,038 total
 - 60 posts
- Twitter
 - 14 tweets
 - 4,318 impressions

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

Provided support for IHLS board members. Retained and purged materials on an approved schedule.

- Gathered remaining Statement of Economic Interest filings from IHLS staff and board members to submit with the System Area & Per Capita Grant application.
- Confirmed board members have completed citations review to submit with the System Area & Per Capita Grant application.
- Initiated a discussion about post-shelter-in-place return-to-office procedures and researched information to help Human Resources Department create a plan for IHLS staff.



Human Resources Report

Submitted by Dominique Granger, Human Resources Business Partner

The Human Resources Department has been working to structure an intranet for staff. The goal of the intranet page is to give all employees the ability to gather documents that they may need. Announcements from human resources will also be on the page. The hope is that the intranet page will give employees more access to the things they need and are well informed.

We also have added an employee feedback portion to our evaluation process. So far it has been received very well. The feedback from employees will help the department gain understanding on things that are going well and our areas for improvement within IHLS. We are also still in contact with drivers and sorters waiting to start on the Operations team.

Goal: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.

Live workshop or online training	Format	# of staff
8 Steps to Effective One-on-Ones	Online	1
Accountability: 1 Simple Technique to Provide Useful Feedback	Online	1
Become a Followable Leader Final Exam	Online	1
Becoming a Great Leader: Creating Followership	Online	1
Becoming a Great Leader: Developing Followers	Online	1
Becoming a Great Leader Empowering Followers	Online	1
Building Teamwork One Individual at a Time	Online	1
Employee Recognition	Online	1
HTML Basics	Online	1
Manager's Toolbox: Modeling Engagement Behaviors	Online	1
Mistakes Leaders Make: Impedership	Online	1
The Value of Follower: Becoming a Followable Leader (Part 3 of 3)	Online	1
The Value of Followers: Traits of a Great Follower(Part 1 of 3)	Online	1
The Value of Followers: Leaders as Followers (Part 2 of 3)	Online	1
All About Details(Part 2 of 2) How to NOT Miss the Details	Online	1
All About Details (Part 1 of 2) Paying Attention to Detail	Online	1
Cybersecurity Awareness: A Few Words About Passwords	Online	1
Cybersecurity Crash Course: Hackers	Online	1
Enhancing Productivity With Remote Workers: How to Be a Productive Remote Worker	Online	1
Staying Safe Online: Think Before You Click	Online	1



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

In April, we completed and presented to the Board the first draft of the FY2021 budgets along with two large projects that we were involved in. These projects were the Enterprise Fleet Management and the Helitech mine subsidence repairs at the Edwardsville office. We have had several meetings with Enterprise over the past nine months regarding the leasing of the IHLS vehicles and are excited to start our partnership with them.

We attended additional webinars and meetings throughout the month to keep up-to-date with the new legislation being initiated due to COVID-19.

ACCOUNTING GOAL:

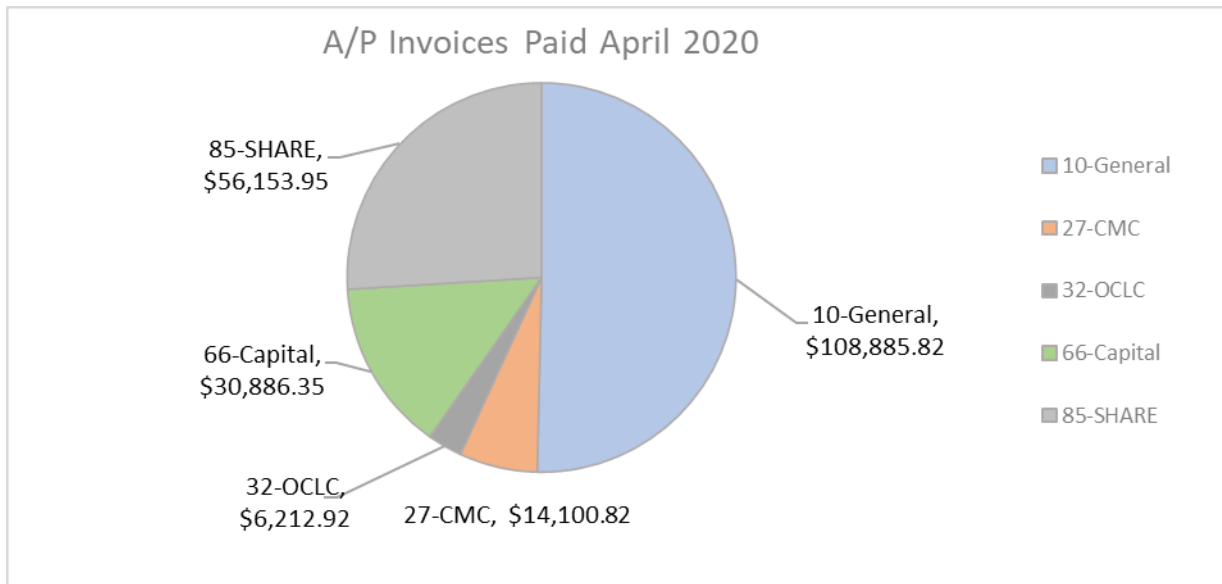
Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Arranged and cancelled travel for IHLS staff.
- Prepared budget reports and reviewed with IHLS Directors.
- Reviewed FY2021 SHARE fee calculations and mailed annual agreements to members.
- Filed federal and state quarterly 941 payroll tax reports.
- Prepared quarterly grant reports.
- Attended Fred Pryor trainings.
- Attended an IHLS Member Day planning meeting.
- Attended an HR Source webinar on the COVID-19 Response Act.
- Attended an HR Source webinar on Unemployment.
- Attended an HR Source webinar on HR Department of (N)One.
- Attended an American Payroll Association webinar on payroll research.
- Attended a meeting with a representative from Helitech.
- Attended a meeting with representatives from Enterprise.
- Attended COVID-19 Response team meetings.
- Attended a FordHarrison webinar on the CARES Act.
- Attended a FordHarrison webinar on Unemployment.
- Attended an Abila webinar on the Families First Coronavirus Response Act.
- Attended Leadership Team and Supervisors meetings.
- Attended the SHARE Executive Council Meeting.
- Attended two IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in April.



Accounting Report

- Prepared March 2020 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 286 accounts receivable invoices (OCLC: 15 Monthly, 5 Quarterly, and 119 Transactional; SHARE: 2 Monthly, 28 Quarterly, 4 Transitional, 78 Quarterly Cataloging & Barcoding, 20 SAM, and 11 Cloud eBooks Purchases; General: 1 ILDS Project and 3 Continuing Education Webinars).
- Received and posted 119 accounts receivable cash receipts checks totaling \$139,579.76 (OCLC: 55, SHARE: 57, and General: 7).
- Received and entered 53 accounts payable invoices.
- Disbursed 55 accounts payable checks totaling \$216,239.86.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

As the stay-at-home order was extended some IHLS staff members realized they needed a bit more of a setup at home than they were originally using. More monitors, keyboard, mice, and docks were prepared for our staff members and distributed to them. Some were dropshipped to their homes and others were able to come into the office to pick up their equipment. I have been very impressed at how adaptable our staff have been during this time and adaptable to the reliance on technology.

IT, SHARE, and HR staff attended a product demonstration for PatronPoint and another product called PipeDrive. PipeDrive was especially interesting to us as a potential member database. It can be a place to keep track of our member information as well as our activities with those members. Logging important phone calls, emails, onsite visits, meetings, and many other things. It can also keep track of where libraries are when coming online with SHARE or purchasing other services we offer. We are excited about the potential with this product.

The SHARE telephony server was ordered using funds from this fiscal year. The telephony server is responsible for sending actual automated telephone calls to library patrons notifying them of holds and materials that are ready for pickup.

It's exciting to see that many of our member libraries are taking advantage of offers from vendors like Hoopla, ProQuest, and others during this time. We continue to get requests from libraries to integrate the patron accounts in Polaris to these services. It's great to see our libraries doing their best for their patrons during this time and it's great that we have the technology in place to support them.

Goals:

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

- The website project is progressing. However, our vendor, RedRokk, out of Washington State, is feeling the effects of COVID-19 and had to postpone our kickoff meeting. There is no update on when the project will start at this point.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Since cataloging physical items is now complete until delivery begins again, bibliographic services staff members are concentrating on database cleanup, attending various continuing education courses, and preparing presentations and training materials. Training sessions attended by



catalogers include four sessions on the beta version of the Resource Description and Access Toolkit complete with presentations to watch, homework assignments,

and discussion sessions led by Edie Elliott.

A new option has been introduced to SHARE libraries that need cataloging services. While sheltering in place, librarians are encouraged to send pictures of title pages and other pertinent information about books and CDs to allow catalogers to create or enhance bibliographic records and load them into Polaris without obtaining the physical items through delivery. This option is only available until the delivery service resumes. Complete details are provided in the *SHARE Newsletter*.

CATALOGING SERVICE FOR SHARE GOALS:

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

- Cataloged 88 items for SHARE member libraries.
- Imported 85 \$3 bibs for SHARE member libraries.
- Cataloged 55 items for new member libraries joining SHARE.
- Merged 975 bibliographic records, cleaned/corrected 3,832 bibliographic records, and cleaned/corrected 1,157 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.

- Taught the monthly Catalogers Training Session.
- Handled over 79 emails and contacts.
- Reviewed and imported 3 files with a total of 5 bibliographic records for beginning catalogers.

CATALOGING MAINTENANCE CENTER (CMC) GOALS:

Provide cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

- Cataloged 3 items for libraries in Illinois.
- Created 54 NACO name authority records for improved user access.
- Continued working on an oral history project for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Created two presentations for SWANx which is a series of webinars taking the place of the SWAN eXpo, originally scheduled for this fall by SWAN (System Wide Automated Network), an LLSAP in Northern Illinois.
- Attended the Local History and Genealogy Forum.
- Created an online subject analysis course which will begin on May 11.
- Uploaded the final SIU-E Naturalization documents to CONTENTdm and IDA (Illinois Digital Archives).



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

"We have a chance to do something extraordinary. As we head out of this pandemic we can change the world. Create a world of love. A world where we are kind to each other. A world where we are kind no matter what class, race, sexual orientation, what religion or lack of or what job we have. A world we don't judge those at the food bank because that may be us if things were just slightly different. Let love and kindness be our roadmap."

— Johnny Corn

Yes. I would not wish a pandemic on any of us. However, there is opportunity here. Opportunity to use this time of world pausing to reflect on what we do and why. What works, what doesn't work, what could be improved, and what no longer serves us? How can we create an environment where the default is kindness?

We are very fortunate to be part of IHLS, part of delivery, and part of libraries. Delivery has been wrestling with what the future of delivery may look like. The reality is that our delivery numbers may decrease for a while. And delivery costs will not be as predictable. It just is what it is.

Meetings attended:

- 8 Delivery meetings with the managers/coordinators
- 5 Delivery meetings with ALL delivery staff (once a week)
- 7 Leadership meetings
- 7 Directors chats
- 6 High Five internal meetings (all staff)
- IHLS Supervisor meeting
- 15 Governor Pritzker updates online
- Enterprise Fleet Management meeting
- Helitech meeting
- Facilities/Operations committee meeting
- Special Board meeting
- Reaching Forward South (RFS) committee meeting
- Illinois Library Association (ILA) Remote Workers webinar
- Gallup What Employees Need From Leadership webinar
- Gallup Sustaining Company Culture webinar
- Public Library Association (PLA) COVID meeting
- Illinois State Library (ISL)/Illinois Heartland Library System (IHLS)/Reaching Across Illinois Library System (RAILS)/Consortia of Academic and Research Libraries in Illinois (CARLI) meeting about MacMurray College closing

- Institute of Museum and Library Services (IMLS) Midwest Coalition meeting to begin a coordinated effort for recommendations regarding libraries materials/reopening plans; Deidre Brennan, Executive Director of RAILS, is the chair for this region
- Statewide meeting with ISL, IHLS, RAILS, Chicago Public Library (CPL), and CARLI to discuss Illinois libraries

Delivery Staff Accomplishments

Driver/Sorter training manuals are completed. Next step, to put the manuals into Moodle, which is a software that teachers use for trainings. The delivery coordinators plus one (Angela Thompson, Casey Parr, Lia McInerney, and Sarah Taylor- Operations Administrative Assistant) met consistently via Zoom to create the manuals. Dr. Pamela Thomas has been gracious in helping Sarah Taylor begin the transfer to Moodle. (Thank you, Pam!) This will allow us to track who has had the training as well as establish a standard informational base which ALL employees will have across the hubs. Way to go, Team Delivery!!!

We also implemented weekly meetings with ALL delivery staff. This has been especially wonderful in creating more of a team feeling across hubs. Boundaries are dropping between the hubs socially. We use this to share delivery-specific information. Plus a little fun. We have a task force created out of the delivery staff to look at the processes/procedures in delivery that we will be implementing when we re-open. To get their involvement in what delivery looks like after COVID-19, that is building relationships, and only making delivery better.

We have also created a Delivery Working Group comprised of representatives from 9 libraries and 7 delivery staff. We will be meeting in May to start the conversations of what delivery will look like as the libraries return. This partnership is important for understanding the complex issues that are facing both groups as we take advantage of this time to make positive changes. We anticipate this being a quick turnaround with recommendations coming from the group by the second full week in May.



April Zoom Board Meeting



Opportunity Everywhere!



Bookmobile Hotspots?!



Back of Van Library Advertising?!



SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

It has been such a pleasure to work with such a dedicated group of professionals. Nothing shows true colors quite like a crisis, and every single one of the SHARE staff have risen to the occasion. While transitioning to a remote work environment was a challenge, our staff continually step up to provide exceptional support, knowledge, and training to our members. Below are just a fraction of the ways that our staff have put our members first.

- Cataloging staff are offering remote training and support. They are continuing to catalog physical materials, and also have an increased focus on database cleanup. Shelley Stone also provided communication to our member library catalogers on work that can still be done during closures. Our staff are also continuing professional development, so that they will be ready to hit the ground running when we are ready to resume in-person training. In addition, they are relaxing their process while delivery is suspended to allow scanned information in lieu of physical items to complete original cataloging while libraries remain closed.
- Our CMC staff are providing their expertise to local history and genealogy groups, are nimbly transitioning to virtual presentations, and are continuing to work on outstanding projects. Pam Thomas has also been our “go to” expert in Moodle, preparing an additional cataloging course (that is already full), while also providing support to SHARE and Delivery to get distance learning opportunities up and running.
- Our Circulation & Resource Sharing team sprang into action, providing communication and support for eResources during the closures. Lesley Zavediuk has increased purchasing to three times a week, while also managing annual renewals and maintaining statistics. Zach Henderson is working with our marketing department to provide timely communications to members via newsletters and email blasts. We have been able to provide information about our SHARE response to COVID-19, the increased opportunities for demos and distance learning, and information to learn more about Leap.
- Our Administrative Services staff have been extremely busy providing support to our members with what has seemed like a Herculean job at times. They have been changing back-end settings in order for our member library patrons to have a positive experience. While disappointing sometimes, they have also been communicating the limitations of our existing software that was never intended to be disabled in quite this way. They have gone above and beyond to help our member library staff provide service to patrons, whether that meant preparing reports, writing instructions, entering closing dates, or helping transition library staff to remote work with either Leap or Polaris staff client installation. Kim Sparks has taken on both managing these duties while also helping on-board our new Administrative Services Supervisor, Dena Porter. Dena has risen to the challenge by immediately using her previous expertise in Polaris to help members, while also working diligently on training to get up to speed quickly.

- And we are doing all this with dogs barking, kids waving hi, and cats walking on keyboards. It has been quite nice to get introduced to some of our colleagues' family, furry or otherwise, and to see that we are separate but not isolated.

LLSAP (SHARE) GOAL:

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

- Completed SHARE Annual Agreements, sending via both mail and email and providing a digital signature option for those that did not have access to their building or scan/fax capability.
- Met with the SHARE Executive Council and Finance & Policy Committees to review the COVID-19 response and the FY2021 budget.
- Met with the SHARE Circulation & Resource Sharing Committee for continuity of SHARE business.
- Integrated a new service called StackMaps for a member library.
- Met with the StackMaps vendor to discuss a potential SHARE discount for additional members that might be interested.
- Facilitated discussions with IHLS and Patron Point, to offer IHLS members a very impressive marketing platform that integrates with automation systems.
- Coordinated a Leap demo with Innovative, with 139 registered participants. This was in conjunction with a training video series that was released to members at the same time, showing all the benefits (and improvements) of the Leap product.
- SHARE staff have been taking advantage of additional resources offered via Innovative, including information about reopening, the Polaris/Leap development roadmap, and the next Polaris upgrade.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Participated in the April Director's Chats.
- Attended a virtual Metro East Public Library (MEPL) networking meeting, providing SHARE & COVID-19 updates.
- Began planning for the IHLS Annual Member Day and the SHARE Annual Meeting.
- Provided SHARE updates to members via meetings of the SHARE Executive Committee, the SHARE Finance & Policy Committee, the SHARE Circulation & Resource Sharing Committee, and the SHARE Bibliographic & Cataloging Standards Committee.

E-RESOURCES GOAL:

Increase familiarity with and utilization of eresources.

- Met with representative from PressReader to offer demos to IHLS for a potential group purchase.
- Facilitated cloudLibrary webinars to increase group purchase participation, while also offering a demo period to all members through May.
- Provided support to libraries that are adding additional products, like Hoopla or RBdigital.
- Presented data to participants about the dramatic rise in both new users and overall eResource usage.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Within this period of time in which the system and our member libraries work together to figure out how to move forward, the supportive relationships that we have with one another is of paramount importance. As a library system, we strive every day to respond effectively to membership needs. However, in this unique period of time, it is important to note how supportive the libraries have been of each other. It's a true compliment to the profession.

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.

Working in compliance with the Governor's "Shelter at Home Order" has kept our libraries and the IHLS staff very busy.

- Director's Chats are held twice a week and have had an attendance of more than 40 people for most meetings. The discussion is always lively as we continue to share and learn from one another.
- The listservs available to our libraries remain very active and system staff monitor those postings and contribute information that we hope is helpful.
- There has been a significant amount of direct support to libraries, whether on the phone or through e-mail, as they struggle with agency specific questions. We have handled lots of questions regarding board procedures during the pandemic as well as rights and responsibilities of staff members. Happily, we've also fielded questions having to do with very mundane matters such as annual reports.
- Considerable time has been spent reviewing resources that may be informative and helpful to our members and sharing them through the most appropriate channel.
- Anna Yackle created a blog post for the IHLS website on the topic of conducting a board meeting in a pandemic.

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.

- On April 28, several staff members participated in a MEPL meeting that was held via Zoom.

CONTINUING EDUCATION GOAL:

- Anna Yackle and Leslie Bednar continue to work with the Director's U group as they move forward with a 2020 offering.
- Ellen Popit participated in a meeting with the Association of Illinois School Library Educators (AISLE) and RAILS to discuss professional development opportunities for the school library community.