



Illinois Heartland Library System



MAY 2020

DIRECTOR & STAFF ACTIVITY REPORT



Administrative Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATIONS GOALS

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

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

Highlights:

While libraries still had lots of uncertainty and questions, things were starting to settle down, and staff continued working remotely in May. Work started on changing IHLS Member Day to a virtual event, including how to best communicate the changes before and during the event. The Midwest Digital Marketing Conference, originally scheduled for April, was moved to a 2-day virtual symposium in May; attending helped communication and marketing staff stay up-to-date on industry practices and learn strategies for our virtual conferences and events going forward.

Marketing staff arranged two professional development opportunities for IHLS staff: a Public Library Association (PLA) webinar on website accessibility and a PLA webinar on developing and hosting webinars; IHLS's website editors and potential webinar staff were asked to attend these as applicable to their positions. A third webinar and demo was led by Patron Point on marketing automation basics and the company's marketing automation platform, and IHLS staff were invited to attend alongside libraries to get an idea of what is possible both for libraries and for IHLS through its current marketing automation platform.

IHLS surveyed public libraries in the IHLS service area about their reopening/operational plans amid the COVID-19 global pandemic. The survey asked about libraries' already drafted plans or their best predictions for how they plan to reopen (if they closed), where "open" meant offering services beyond virtual services. 137 responses were collected from May 13 to 21, 2020. For the full results see our [Reopening Illinois Public Libraries survey dashboard](#).

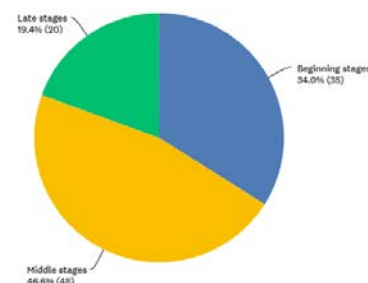
Key survey insights:

- Just over half of responding libraries (55%) had drafted a reopening/pandemic plan.
- About half of libraries (51%) planned to reopen beyond virtual services on June 1; another 17% reopened sometime in May, and 27% planned to reopen on another day in June.
- 74% of libraries planned to quarantine returned items for 3+ days before recirculating them; another 13% planned to quarantine items for 1-2 days. Additionally, 2/3 of libraries (67%) planned to wipe the outside of items.

- 19% of libraries plan to charge for COVID-related lost items while 23% plan not to charge for them.
- 14% of libraries had experienced layoffs or furloughs while 86% had not; of that 86% whose libraries had *not* experienced layoffs or furloughs, 76% did not anticipate any happening in the future.
- 47% of libraries anticipated readiness to participate in interlibrary loan in the “middle stages” of their reopening plans.

In your reopening/pandemic plan, when will your library be prepared to participate in interlibrary loan?

Answered: 103 Skipped: 30



IHLS Directors’ Chats continued twice a week through May, and a special virtual event, Members Matter COVID-19 Edition: Moving Forward, was held at the end of the month primarily to give information about delivery and SHARE reopening plans, along with the survey results. Work began on a design for a retractable banner and branded items for conferences and gift baskets. Staff also worked with a reporter from the Centralia Morning Sentinel, providing them with information and connecting them with IHLS and library contacts.

General communications:

- *IHLS*: May 29 Staff Connection, Members Matter COVID-19 Ed.: Moving Forward online roundtable and recording, Our Plans for Resuming IHLS Delivery, May 19 Member Connection, COVID-19 frequent webpage updates and chat transcripts, Libraries in the News, Bi-weekly
- *SHARE*: June OCLC Virtual AskQC Office Hours, SHARE Reopening, Curbside Pickup Info, Cataloging Option, May 6 SHARE Newsletter, Hold Notifications for Curbside Services

Promotion:

- CE events/opportunities:
 - *SHARE*: Innovative webinar
 - *IHLS*: Trustee Training: Everything You Need to Know About COVID-19, Library HR Webinar Series sessions 2 & 3, FY Op Plan and Budget Member Comment
- Networking events/opportunities:
 - *IHLS & SHARE*: Directors’ Chats (multiple), Member Matter Meeting
- Discounts and demos:
 - *SHARE*: StackMap
 - *IHLS*: 3 Curbside Options to Smooth Patron Interactions, Patron Point Marketing Automation Webinar/Demo

Formal research:

- IHLS COVID-19 Public Library Survey #2: Reopening Illinois Public Libraries ([dashboard](#))

Training events attended by department staff:

- HR Source webinar: Making Meetings Work
- PLA webinar: How to Be a Webinar Superstar!
- Nonprofit Marketers Network webinar: COVID-19 and Internal Communication

- Midwest Digital Marketing Conference 2-Day Virtual Symposium

Social media insights:

- Facebook: 33 posts in May
 - *Awareness*: 9454 total post reach, 235 average post reach, 10,505 total post impressions
 - *Engagement*: 718 post engagements, 21.8 avg. post engagements, 6.8% post engagement rate
 - A post from Ancel Glink's Municipal Minute regarding the Governor's Restore Illinois plan reached 931 people with 379 engagements and was shared 7 times
 - *Change*: +11 likes, +14 followers
- Twitter: 4 posts in May
 - *Awareness*: 548 post impressions, 3.0K brand impressions
 - *Engagement*: 7 post engagements, 0.2% post engagement rate
 - *Change*: +1 follower

Illinois Heartland Library System
Published by Julia Pernicka | 17 | May 6

This morning Ancel Glink shared the Governor's Restore Illinois documents in the Municipal Minute.
Currently Illinois is in Phase 2. The governor did say that no one moves to phase 3 until the end of May.
Read the Municipal Minute here: [See More](#)

| Phase 1 Rapid Spread | Phase 2 Flattening | Phase 3 Recovery | Phase 4 Reutilization | Phase 5 Illinois Reopens |
|---|--|---|--|---|
| Most stay at home and social distancing guidelines are put in place, and only essential businesses remain open. Every region has experienced this phase once already and could repeat it if mitigation efforts are unsuccessful. | Non-essential retail stores reopen for curbside pickup and delivery. Illinoisans are directed to wear a face covering when outside the home and can begin receiving additional outdoor activities like golf, hiking & fishing while practicing social distancing. | Manufacturing, offices, retail, barbershops and salons can resume to the public with capacity and other health and safety precautions. Gatherings of 10 people or fewer are allowed. Face coverings and social distancing are the norm. | Gatherings of 50 people or fewer are allowed, restaurants and bars reopen, travel resumes, child care and schools reopen under guidance from the Illinois Department of Public Health. Face coverings and social distancing are the norm. | The economy fully reopens with safety precautions, continuing connections, festivals and large events are resumed, and all businesses, schools and places of recreation can open with new safety guidance and procedures. |

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931 People Reached 379 Engagements [Boost Post](#)

Michelle Prickett, Margie Body-Kirk and 3 others 3 Comments 7 Shares

Like Comment Share

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

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

- Prepared and submitted the FY2021 System Area & Per Capita grant application to the Illinois State Library. It was accepted without request for more information or corrections.
- Submitted the approved changes to the IHLS Public Comment Policy, IHLS Financial Policy and IHLS Drug Free Workplace Policy to the Illinois State Library.
- Initiated an internal conversation and researched procedures for staff to return to the office when appropriate according to [Restore Illinois](#).
- Prepared procedures document for public comment requests.
- Assisted the Nominating Committee in the finalization of board elections.



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resources Generalist

We have worked with the Operations Department to help formulate a plan to reopen our office location. Lots of webinars have been attended during this time to ensure all requirements for safety are being followed and covered. The Human Resources Department has been in contact with all office staff members via hub specific surveys. The goal of the surveys is to have a controlled but comfortable environment for staff to return to work. We have also been in contact with Operation's new hires that have been on hold since late March. The goal is to get all those interested back on the recruitment track and into orientation.

During our previous board meeting, it was suggested that Human Resources and the University of Illinois collaborate on discipline procedures. Human Resources did reach out to their department and we are looking forward to networking with them on their ideas and suggestions. The items for the System Area Per Capita grant were submitted as well.

The Travel section of the Personnel Code went to the Personnel committee. The hope is that this section of the code can be adapted more broadly so that it encompasses cell phone reimbursement policies. We are excited to have training module software that will be used for operations staff and supervisors provided to us by Gallagher. We are super excited to utilize the software and courses that come with it.

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 |
|--|--------|------------|
| Communicating in a Diverse World | Online | 1 |
| Dialogue Among Generations | Online | 1 |
| Dialogue Between Genders | Online | 1 |
| Dialogue for Cultural Understanding | Online | 1 |
| Assertive Communication: The Continuum | Online | 1 |
| Assertive Communication: The Three-Part Model | Online | 1 |
| Assertive Communication: Tips for Naturally Passive People | Online | 1 |
| Assertiveness: What Kind of Communicator Are You? | Online | 1 |



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The final draft of FY2021 budgets were completed and presented to the Board. With the final budget numbers, we were able to complete all the FY2021 grant applications that were submitted to the Illinois State Library.

ACCOUNTING GOAL:

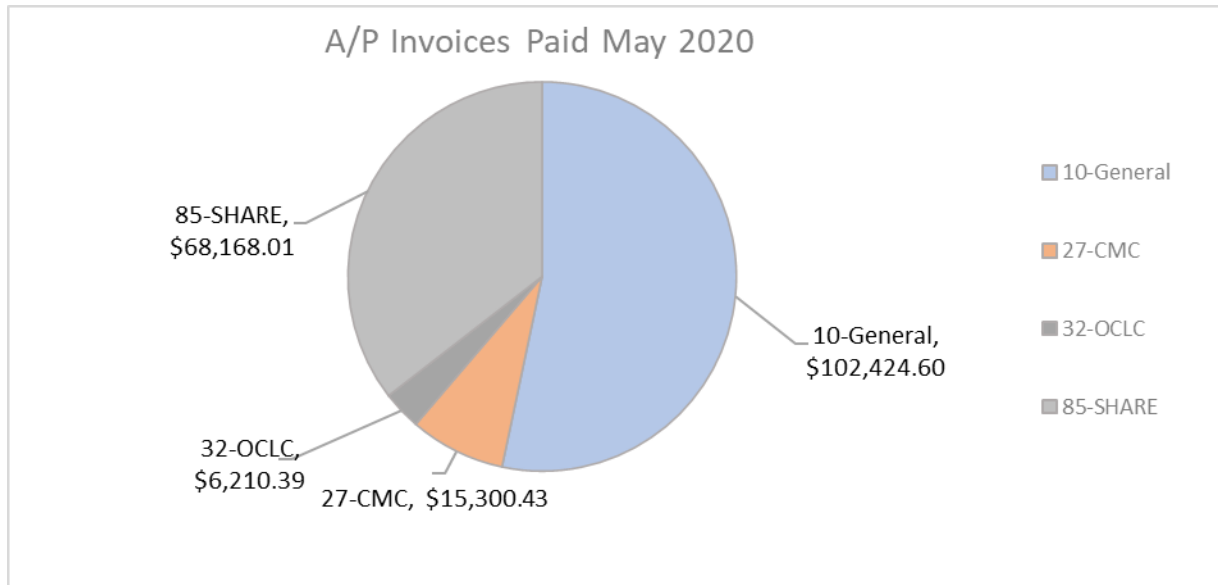
Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Arranged and cancelled travel for IHLS staff.
- Prepared FY2021 travel files.
- Prepared final budget reports and narrative.
- Prepared exhibits for the FY2021 System Area & Per Capita Grant application.
- Prepared the FY2021 OCLC Billing Grant application.
- Completed the budget portion of the FY2021 CMC Grant application.
- Attended an IHLS Member Day meeting.
- Attended an Abila webinar on Accounts Payable.
- Attended an HR Source webinar "Making Meetings Work".
- Attended a PLA webinar "How to be a Webinar Superstar".
- Attended an "AskIT" meeting.
- Attended a meeting with a representative from Helitech.
- Attended meetings with representatives from Enterprise.
- Attended COVID-19 Response team meetings.
- Attended the IHLS Members Matter session in May.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed three payrolls in May.
- Prepared April 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 128 accounts receivable invoices (OCLC: 15 Monthly and 81 Transactional; SHARE: 2 Monthly, 2 Additional Modules, and 27 Cloud eBooks Purchases; General: 1 ILDS Project).
- Received and posted 155 accounts receivable cash receipts checks totaling \$227,358.88 (OCLC: 72, SHARE: 80, and General: 3).



Accounting Report

- Received and entered 58 accounts payable invoices.
- Disbursed 43 accounts payable checks totaling \$192,103.43.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT staff has started holding internal AskIT Live sessions. These Zoom sessions are for IHLS staff to connect with the IT group to ask questions and learn new skills. Each week we spend about 30 minutes on a topic, and then open up the conversation to any questions people have about IT. It has been a great success and we plan on continuing it for the foreseeable future.

During the COVID-19 shelter-in-place order, many libraries have subscribed to new technology to better serve their patrons. Decatur Public Library has enabled many new features, and they've requested new integration methods into Polaris. The ability to integrate 3rd party vendors directly into the Polaris database safely and securely is part of what makes our consortium of libraries awesome. The more of this we can do the better.

Data is now in the hands of PatronPoint to load into the CRM (Customer Relationship Management database). The CRM will be the central place where we keep track of site visits, important library details, and current contacts. In addition to the data that is kept in L2, the CRM allows us the flexibility to integrate with other internet services like MailChimp, to organize and target our marketing efforts, in addition to many other features.

IT 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 postponed our kickoff meeting. RedRokk had to lay off all its staff and is in the process of applying for stimulus loans and re-hiring parts of their staff. The project is still active and will happen, but the timeline will be later.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

All bibliographic services staff continue to work from home concentrating on database cleanup and training. A small number of items were submitted for cataloging through email, and all physical items are finished and waiting to be returned to owning libraries. Training sessions attended include OCLC's virtual office hours Ask Quality Control (AskQC), a map cataloging class offered by Amigos, *How to be a Webinar Superstar* offered by PLA, *Linked Data for the Real World*, a webinar hosted by the Georgia Public Library, the Association for Recorded Sound Collections' (ARSC) virtual annual conference, an authority control course through Library Juice Academy, and others. Staff are also working on training options, both in person and online, in addition to the content for those classes.

In addition, there was an extra push to merge duplicate records this month. The MARC of Quality (TMQ) will no longer be sending our added and deleted holdings to OCLC after the final database pull of SHARE bibliographic records and holdings in June. The owners, Richard and Deborah Fritz, have provided a great service to our state for many years through a grant from the Illinois State Library. They have massaged our data from the MARC records to de-duplicate, correct coding errors, and ensure matching records are found in OCLC. They will be missed, especially the wonderful reports which show errors in the database that may affect how holdings are set in OCLC. TMQ will continue to offer their MARC Report and MARC Global software. In August, we will begin a new chapter with a program created by the SWAN LLSAP (System Wide Automated Network) of Northern Illinois to send our additions and deletions to OCLC.

CATALOGING SERVICE FOR SHARE GOALS:

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

- Cataloged 8 items for SHARE member libraries.
- Imported 161 \$3 bibs for SHARE member libraries.
- Cataloged 9 items for new member libraries joining SHARE.
- Merged 1,089 bibliographic records, cleaned/corrected 2,918 bibliographic records, and cleaned up/corrected 27 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 one cataloging-related class, the monthly Catalogers Training Session.
- Explored options for future training sessions.
- Handled over 76 emails and contacts.
- Reviewed and imported 3 files with a total of 16 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 Illinois Heartland Library System (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 6 items for libraries in Illinois.
- Created 20 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 north central Illinois.
- Presented two sessions for SWANx, which is a series of webinars taking the place of the SWAN eXpo, originally scheduled for this fall by the SWAN LLSAP.
- Taught the first half of a subject analysis course in Moodle.



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

"I wish there was an easy solution to these issues but there isn't. My ask is to do the best you can. I also recommend that you not fall into the temptation of having every waking hour be a work from home hour just because it can be." -- Sam King, CEO of VeraCode, a cybersecurity company

As we move to returning to work, this is an important takeaway. And most likely one of the most difficult things to embrace.

Meetings attended:

- 11 Delivery
- 6 Director Chats
- 5 High Five
- 4 Leadership
- 4 COVID Response Team
- 2 Member Delivery Working Group
- Supervisor
- IHLS Board
- Members Matter
- Live and Learn Grant
- 2 Enterprise Fleet Management
- ILA Awards Committee
- Illinois State Library/Consortium of Academic and Research Libraries in Illinois (CARLI)/Reaching Across Illinois Library System (RAILS)
- 2 Illinois State Library/CARLI/RAILS, Chicago Public Library (CPL)
- Illinois Library Delivery Service (ILDS)/CARLI/IHLS/RAILS
- Midwest Institute of Museum and Library Services (IMLS) Battelle study group
- 2 Association of Specialized Government, and Cooperative Library Agencies (ASGCLA) a division of American Library Association (ALA) Physical Delivery Interest Group
- Trustee meeting sponsored by IHLS, Illinois Library Association (ILA), and RAILS
- Learning Library (L2) with RAILS
- Ford Harrison webinar "Return to Work"
- Public Library Association (PLA) webinar "How To Be A Webinar Superstar"

Delivery Staff Accomplishments

- Created a back to delivery plan complete with a memo, FAQs, and a calendar to distribute to libraries
- Held all delivery staff meetings to continue to build a team
- Reached out to libraries though email/calls in anticipation of returning in June
- Edwardsville mine subsidence began

- Gathered bids in anticipation of floor covering in Edwardsville
- Scheduled movers for Edwardsville
- Scheduled meeting of architect in Champaign in anticipation of bathroom remodel
- Readied the buildings for staff to return/delivery to return



Tubs stacking up



High Five staff meeting



Dock digging



Dock dirt



Helitech begins



Takes a great crew



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The silver lining? SHARE Staff have started to dig in to major projects and reimagine what SHARE services and training might look like in the future! Patrons are using eResources at a much higher rate, and the benefits of resource sharing are abundantly clear to both members and patrons, when we have been forced to go without. The bibliographic services team has been preparing for the TMQ (The MARC of Quality) retirement, including the complicated process of clearing up multiple OCLC symbols. The staff have been completing database cleanup to prepare for that change. The trainers have been planning virtual sessions, Moodle courses, and videos. And, last but not least, the administrative services team has been hard at work, making sure that member libraries have the support they need to prepare for reopening, including reactivating notifications, maintaining data on libraries that are ready to resume interlibrary loan, developing reports, and creating custom settings for libraries that have specialized requests.

LLSAP (SHARE) GOAL:

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

- Evaluated new technology solutions for curbside delivery. Negotiated IHLS discounts, scheduled demos, and prepared information about the top three services to distribute to members.
- Barcoding libraries were offered a new way to send materials in for service while delivery was suspended.
- SHARE Finance & Policy Committee met May 14 to discuss the FY2021 budget, SIP2 fees, and the COVID-19 response. (*SIP2 is the standard interchange protocol used to authenticate third party library solutions, like hoopla, in the Polaris database.*)

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Added Marissa Jr/Sr High School as a transitional member! We are so excited to have the Marissa Meteors join us!
- SHARE sent out official communications to members, which included:
 - May Member Notes newsletter
 - Member library reopening notes
 - Tips for curbside pickup in Polaris
 - Vendor opportunity for StackMaps
 - A free Innovative webinar
 - Instructions on sending cataloging while delivery is suspended

E-RESOURCES GOAL:

Increase familiarity with and utilization of eresources.

- Participants voted and approved a new RBdigital group purchase fee scale for FY2021.
- The RBdigital group purchase was updated to unlimited magazines, with almost 2,000 titles. The participants will be switched to individual URLs, with demos of additional offerings to be held in late June.
- cloudLibrary Usage in May:
 - Owned Content: 42,234 (31,884 eBooks; 10,350 eAudiobooks)
*This is the highest number of checkouts we've seen in one month so far this year and it represents a 4% increase in circulations since April. This is also the first time we've gone over 10,000 for eAudiobooks.
 - Pay-per-use eAudio: 1,373



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

As we entered our third month of “Sheltering at Home” there were many opportunities to provide membership support. When we reflect on this unique period of IHLS history, one standout component is the high level of member engagement and support. We are truly working through this pandemic together. Library directors and their staff members are sharing information and ideas with each other at an unprecedented level. The mutual support library professionals have shown for one another during this challenge leaves one feeling very proud of the Illinois Library community.

NETWORKING GOALS:

IHLS will continue to develop relationships with and among membership.

- 4 Directors’ Chats were held during the month of May. In most cases, there were over 60 attendees.
- A Members Matter meeting was held via Zoom on May 28th with close to 200 participants. The focus of this particular event was to address the resumption of delivery and interlibrary loan services.
- System Staff participated in a MEPL (Metro-East Public Library Management) meeting held on May 20th via Zoom.

Continue active partnership in statewide and national initiatives that support enhanced library service.

- A statewide event sponsored by both multitype library systems as well as the Illinois State Library and the Illinois Library System entitled Everything Trustees Need to Know--COVID-19 was held on May 14th with more than 700 participants---a truly remarkable number!

CONSULTING SERVICES GOAL:

Increased responsiveness to the expressed needs of member libraries for consulting services.

- Pandemic aside, the business of running libraries continues. So, there continued to be the regular amount of work dealing with board issues, staffing issues and legal compliance.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- On May 18th, IHLS in cooperation with HR Source was able to present a webinar entitled “Making Meetings Work” with approximately 35 participants.