



DIRECTOR & STAFF ACTIVITY REPORT

FEBRUARY 2018

As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, continued themes surface: the organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and minimizing the physical geography between our 518 member agencies.

EXECUTIVE DIRECTOR'S REPORT

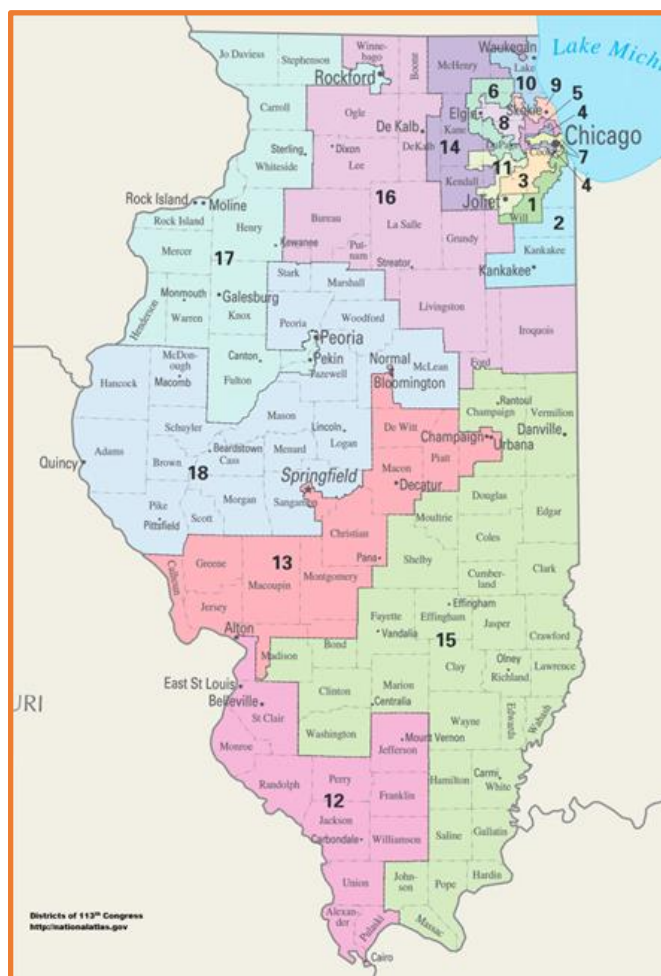
LIBRARY ADVOCACY FOR EVERYONE

As I draft this report, today is the deadline for members of the U.S. House of Representatives to

sign on to the Dear Appropriator letter to support library funding through the Library Services and Technology Act (LSTA) and Innovative Approaches to Literacy (IAL) programs. You should know that the 5 U.S. Representatives who were elected to represent portions of the IHLS

service area have yet to sign on to the letter. Those reps are: Mike Bost (U.S. District 12), Rodney Davis (U.S. District 13), Darin LaHood (U.S. District 18), Adam Kinzinger (U.S. District 16). and John Shimkus (U.S. District 15). You can check this [handy table](#) provided by the American Library Association (ALA) to see if the situation has changed. Hope springs eternal!

The next step in the journey for federal library funding in FY2018 is to contact U.S. Senator Dick Durbin and ask him to support \$200 M for LSTA funding in the FY2018 appropriations bill. Senator Durbin is a member of the powerful Senate Subcommittee on Labor, Health and

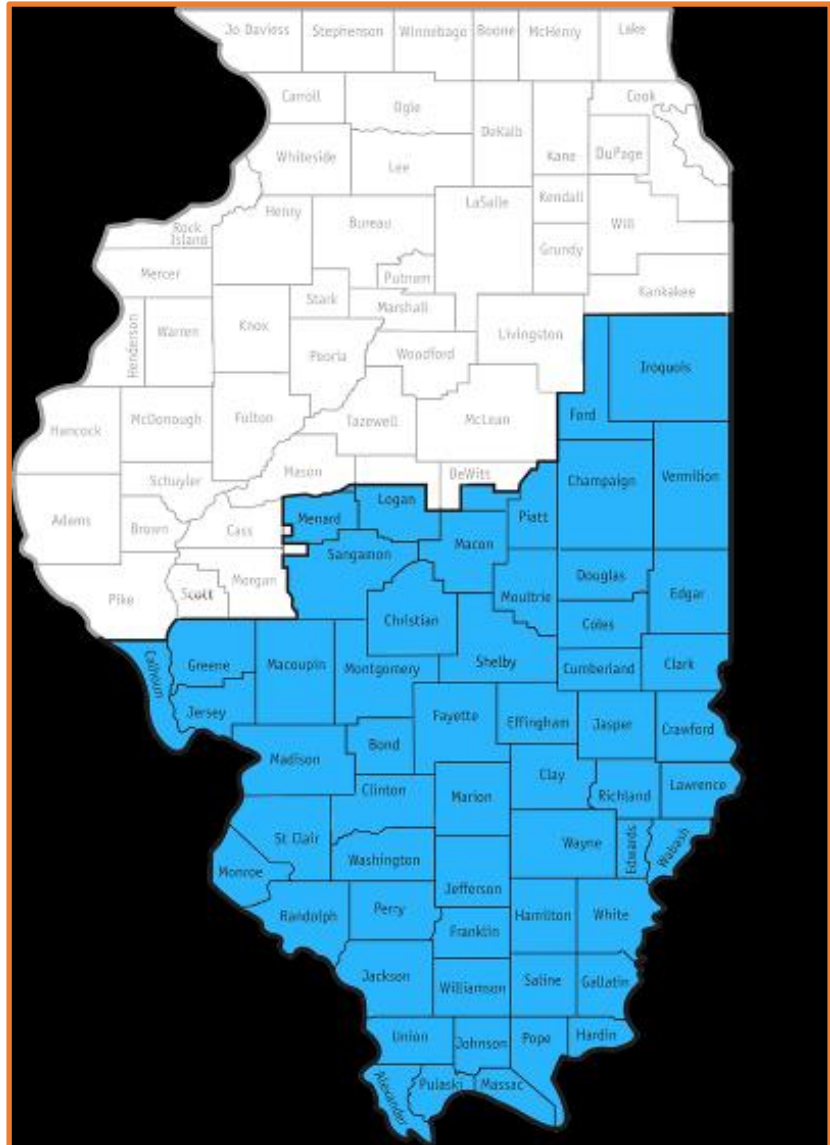


Human Services, Education and Related Agencies, part of the larger Senate Appropriations Committee.

He is uniquely situated to advocate for increased federal library funding in FY2018 before the committee and subcommittee turn to appropriations for the FY2019 budget. And, he hails from our service area—some of you probably know him!

- Use this handy [ALA contact tool](#) to draft a letter to Senator Durbin
- [Contact Senator Durbin](#) at one of his home offices

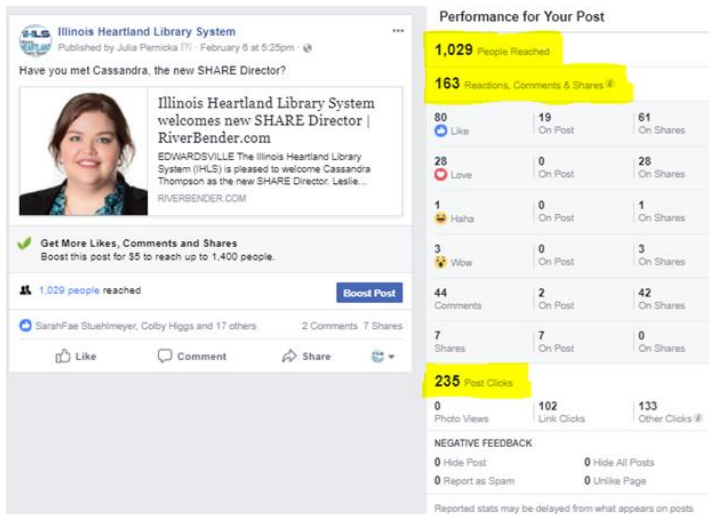
I love infographics as a short and direct way to share information. This one from ALA lays out the [appropriations process](#) in the federal government for those who prefer an overview of when citizen engagement in the process can be most effective and is much needed.



ADMINISTRATIVE STAFF ACTIVITIES

COMMUNICATIONS

Goals: Effective and efficient communication with IHLS stakeholders, rebranding and advocacy.



- While the in-person session was cancelled due to inclement weather, over 40 attended the Members Matter meeting on February 6 via VTEL and Zoom.
- In an effort to be more active in member activities, several staff members attended the Litchfield Public Library District open house and joined the Reaching Forward South Committee.
- Created a press release to announce Cassandra Thompson as the new SHARE Director. The goal of the press release

was also to promote IHLS, SHARE, and communicate how Illinois libraries share resources.

- Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook and Twitter.
- Five (5) grants were added to the Grants page on the IHLS website.
- Two (2) vendor discounts were added to the website and three (3) were updated.
- According to a study by social media analytics experts at Locowise, the **average Facebook reach** in January was about **8.92%** of total Page Likes. Fluctuations are normal and can occur on a month-to-month basis, depending on the content posted. In February, the organic reach of IHLS Facebook posts was **281 or 36.44%**! While **this number is four times higher than the average**, it is down from **535 or 69.39%** in January. In January the number was blown out of the park by a post showing the volume in Delivery being shared **33** times and reaching **4,425** people.
- The press release on Cassandra Thompson prompted a [Riverbender.com article](#), which was shared on social media (Facebook and Twitter). The Facebook post reached **1,029** people with **163** reactions.
- A Facebook post for a part-time Courier Driver in the Edwardsville office reached **1,380** people. The big benefit from this method of job posting is that there is no additional expense to IHLS for an ad.
- At the end of the month, several photos from the Litchfield Open House were shared on Facebook. The album also has increased engagement.

- A 'Tweet' on a great display for Valentine's Day earned **124** impressions.
- The IHLS newsletter, IHLS Member Connection, was sent on a regular basis to over 2,000 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

BOARD SUPPORT

Goals: Improve communication with and support of board and committees. 100% State and Federal Compliance for IHLS/Board and appropriate IHLS staff. Encourage board participation in applicable continuing education activities.

- Committee meeting calendar distributed
- Coordinated review of closed session minutes
- Completed review of records stored in Carterville
 - a. Identified 21 boxes of permanent records to be stored in Edwardsville
 - b. Applied for a certificate of disposal for 94 boxes of records
- Priorities team began process of planning IHLS Member day in fall 2018
- Prepared invitations for board networking event
- Priorities team initiated Member information packets project



Five member staff team reviewed records stored in Carterville. The hands-on project was completed in two and a half days thanks to: Arlanna Fries, Susan Palmer, Linda Petty, Ellen Popit and Stacie Bushong, project coordinator. These records included those from the Shawnee Library System and Illinois Heartland Library System. This is a big step forward toward completing the process of purging records from the 4 separate systems.

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, HR Generalist

The Human Resources department has started working with two brokerage firms for the new FY2019 benefits year. We are currently out to bid for benefits. The hope is to gain a more robust benefits package for current and future employees of IHLS. A benefits survey has been developed and will be given to each full-time employee to gauge where we can improve current and future benefit packages. In February, staff had two internal training sessions, including an Employee Assistance program (EAP) presentation and mandatory annual Safety Workshop.

HR

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.

- Contacted candidates for the Membership Coordinator position, phone screens have been set up for the week of 3/12 through 3/16 with a few through the following week.
- Going through an audit of personnel files to ensure all documents are accounted for and stored compliantly.
- Developed two draft templates for new electronic performance reviews (90 Day and Annual), meetings will be scheduled with administrative team on how the process will be executed.

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The month of February is easily summed up as the month of upgrades. We've been focusing on many aspects of upgrades to all aspects of IHLS and SHARE. The SHARE server upgrade continues, as well as the IHLS website, internal mail server, MS Office applications, and many more supporting services. Nothing was broken, but some systems were not getting the latest security updates because of their age, so it was time to replace them. None of these upgrades costs IHLS any money beyond staff time to implement them. They are just spun up on "new" virtual servers running on the same hardware as before. The new server runs the updated software and when it's time to switch, the addresses on both the old and the new servers are updated, and the old server is archived.

Also, in February we looked at time saving measures for scheduling meetings with Leslie, and making sure the ability to submit anonymous comments to Leslie was working again. The old service expired and was no longer free.

IT

Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Support rebranding effort by implementing a new website design to IHLS website.

- Investigate Hootsuite for potential use in social media applications
- Implement anonymous feedback for IHLS staff using Typeform, an online web application.
- Prepare the IHLS board nomination survey.
- Start the process of replacing The MARC of Quality (TMQ) for OCLC Bibliographic Data Sync loads with in-house reports.
- Continued calls with Dell and Microsoft on the SHARE server upgrades
- Membership portal frontend design work
- Staff pictures uploaded to Office 365.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Membership and Grants Director

For a short month, February was full! Committees are off and running and full speed to plan events for 2018. Certification was also underway during this month, so there was a glut of communication with all our libraries encouraging them to complete this annual task.

NETWORKING

Goals: IHLS will continue to develop relationships with and among the membership. Make IHLS an active partner in statewide and national initiatives that support enhanced library service. Work with other library entities within the state and without.

- Networking Opportunities Included:
 - February 1st: Directors U Meeting
 - February 5th: PPC Meeting
 - February 6th: Members Matter at the Champaign Office
 - February 7th: Directors Chat
 - February 14th: Serving Our Public Revision Committee Meeting
 - February 22nd: MEPL Meeting at Caseyville Public Library
 - February 23rd: Legislative Meet-Ups at Edwardsville and Effingham
 - February 27th: Rural Library Conference Call



SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The SHARE program was bustling in February! In order to improve department communication, the SHARE Director introduced weekly announcements to help coordinate staff, which has been received well. There were also many networking, training, and member events that SHARE staff were enthusiastic about attending. Plans were also set to attend the Innovative Users Group conference in April, with several SHARE staff attending.

CATALOGING SERVICE FOR SHARE

Goals: To provide cataloging services for SHARE member libraries, including transitional libraries. Increase the usability of the SHARE database by cleaning up duplicate records and incorrect cataloging, and maintaining authority fines in the SHARE database.

- Staff cataloged 460 items for SHARE member libraries. Uptick in videorecordings which may take over an hour or more to catalog. And yes, we do have to watch them! Not always fun.
- Staff imported 272 \$3 bibs for SHARE member libraries. Jerseyville Public Library loves this option!
- Staff created 60 on order bibs for SHARE member libraries. Allerton Public Library orders some neat stuff!
- Staff cataloged 287 items for new member libraries joining SHARE. Our new cataloger is learning the ropes doing these items!
- Staff merged 358 bibliographic records, clean up/corrected 4356 bibliographic records, and corrected/cleanup 301 item records. Cleanup is usually leads to other problems!



Cataloged items from the Illinois Early Childhood Clearinghouse. Materials were for staff and providers of Infant Mental Health Specialists, public health nurses, Early Interventionists, childcare providers and family service workers. Resources included videos, books, flash cards, and mixed media sets!

CATALOG TRAINING FOR SHARE MEMBERS

Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, AACR2, OCLC and Library of Congress.

- SHARE bibliographic services staff taught 8 cataloging related classes, provided 1 inservice class, and hosted one Cataloger's Training Session.
- Staff handled over 161 emails and contacts, most asking for clarification or additional information for cataloging certain items.
- Staff also reviewed and imported 11 files with 38 items for beginning catalogers.

CATALOGING MAINTENANCE CENTER (CMC)

Goals: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. To support access to digitized information found in Illinois libraries and at IDA by providing information on formation and content of metadata. Increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.

- CMC staff cataloged 141 items for libraries in Illinois, 5 RAILS libraries and 14 IHLS libraries, including one state agency.
- CMC staff created 5 NACO name authority records for improved user access.
- Prepared a powerpoint presentation on the CMC.
- Worked on the report from the CMC survey.
- Worked through an OCLC Batchload clean up issue with Resource Sharing Alliance (RSA), consortium in Peoria.
- Scheduled meeting time to present at RSA's cataloger's meeting
- Scheduled two training classes in Springfield at the State Library in April
- Started working with Sandra Fritz at the Illinois Digital Archives, on a how-to-guide for metadata creation.
- Responded to email questions from IDOT, Okaw Valley Schools, Mercer Carnegie Library, Neponset Library, Pekin Library, Carmi Library and Centralia Library.
- Staff continue to transcribe immigration and naturalization documents for the SIUE Lovejoy Library collection.
- Items of interest:
 - a. Cataloged 4 items in German – a travel book from Westphalia, German; a city map of Billerbek, a municipality in the District of Coesfeld in North Rine-Westphalia, Germany; a church history in Olfen, also in the North Rhine area, and a phone book for Olfen, Germany
 - b. Some other interesting items cataloged were letters written home by a soldier in World War I and letters written home from the first Catholic missionary in China in the 1880s.

- c. Interesting occupations found this month during the transcriptions for the immigration and naturalization documents: moving picture show (did not provide specific occupation), fruit dealer, shoe maker, coffee and tea merchant, and refrigerating engineer.

THE MARC OF QUALITY (TMQ)

Goals: Improve the quality of the SHARE database, thus improving user access to information resources. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing.

- Holdings were added to OCLC for SHARE member libraries
- Continue work on reports from TMQ
- Continue researching best ways to deal with batchloading for OCLC for in the future.

LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
Feb - 17	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
Mar - 17	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
Apr - 17	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
May - 17	686,822	152,452	55,730	767,561	9,343,291	1,849,368	809,673
June - 17	774,872	157,431	78,136	713,745	9,354,324	1,848,287	812,667
July - 17	720,641	153,978	60,811	714,687	9,355,933	1,847,100	814,428
Aug - 17	767,106	169,260	55,240	736,681	9,373,712	1,848,210	820,872
Sept - 17	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047
Oct - 17	865,650	147,426	53,008	696,422	9,401,001	1,849,376	811,211
Nov-17	805,899	134,963	49,454	686,965	9,410,518	1,850,983	809,708
Dec - 17	651,911	113,043	43,335	589,394	9,408,362	1,850,700	808,091
Jan - 18	816,741	153,201	52,460	706,801	9,425,592	1,829,536	801,956
Feb - 18	777,421	135,068	50,326	672,052	9,410,858	1,851,088	800,267

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- The SHARE Director attended several member events including Members Matter on 2/6, the Directors Chat on 2/7, an introduction during the Catalogers Training Session on 2/13, and a Metro East Public Library Directors Meeting on 2/22.
- The SHARE Bibliographic Services Manager attended the Potomac Public Library town hall on 2/28 with the Membership Director to answer questions about SHARE membership. The Potomac Public Library is pursuing changing to a district, and with additional tax revenue, considering rejoining SHARE.
- The SHARE Director and Managers are updating promotional materials for potential SHARE members.

- This month the SHARE Cloud Library Users Group meeting was held to discuss news about changes in eResources.

ILLNET INTERLIBRARY LOAN

Goal: Increase familiarity and compliance with the ILLNET Interlibrary Loan Code.

- Circulation and Resource Sharing Committee plans to introduce a new policy for handling items in lost status, as well as a procedure for registering a second card for children of divorced parents. This will be reviewed at the next committee meeting in April, then submitted for member comment and vote.

CONSULTING AND CE

Goal: To be responsive to the expressed needs of member libraries for consulting services.

- SHARE circulation staff completed a circ basic and advanced training for member library staff at IHLS – Edwardsville.
- SHARE bibliographic services staff taught 8 cataloging related classes, provided 1 inservice class, and hosted one Cataloger's Training Session.
- The new SHARE Director is getting more contacts with new library directors, and began assisting members with questions regarding the SHARE system.
- The SHARE Director is building a circulation training plan for member libraries.
- IT has linked upcoming events and workshops for SHARE members on the SHARE site.

CONTINUING EDUCATION

Goal: To provide continuing education opportunities as allowed by ISL directive.

- Several SHARE staff attended various legislative events sponsored by the Illinois Library Association, encouraging advocacy for both IHLS and member libraries.
- A SHARE staff member volunteered to join the ILA Resources and Technical Services Forum, to keep staff up-to-date on current trends and statewide issues.



OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

DELIVERY

February was a busy month. The annual Delivery Survey was shared with our members. 390 responses were gathered! I am thrilled as this will enable delivery to evaluate what we are

doing and where we need to be going in the future. You will find the summary of results in this month's board packet.



The delivery managers and I attended the DIOSH (Downstate Illinois Occupational Safety and Health) conference in Peoria. There were exhibits with OSHA (Federal and State) represented as well as other companies and businesses who provide personal protective equipment (PPE) or

services that evaluate your current workplace and workforce. Some of the sessions we attended were 3D Ergonomics: Steps to Injury Prevention, Emergency Action Plans: How Ready Are You?, Training Your Workforce for Safety, Do You REALLY Know Who You Are Talking to? And then one of my favorites, Wild, Wacky, and Highly Effective Training. The two photos above left show by using demonstrations, you can impart a lasting impression on employees of the importance of wearing safety equipment. Funny, but serious when you remember the outcomes. We will be utilizing much of what we learned at this conference.

Leslie Bednar, Linda Petty, Julia Pernicka and I (pictured on the right) were able to attend the Litchfield Public Library Open House. What a lovely, well planned new space! Congratulations, Sara Zumwalt! The hard work you, your staff, your board and your community put in has paid off.

The Laboratory of Applied Spatial Analysis (LASA) from Southern Illinois University Edwardsville (SIUE) scheduled a follow-up meeting with operations staff. They were checking back to see the impact of their work with IHLS. Now that is customer service!



I was able to attend the Edwardsville Legislative Breakfast in Edwardsville. It was a wonderful opportunity to advocate for libraries and IHLS. The next day, Linda Petty and I, were able to attend a Glen Carbon Chamber of Commerce Roundtable with Governor Rauner. Very informative and yes, I was able to educate about Illinois Heartland Library System and what we do during discussions in addition to leaving an informational packet for Governor Rauner.

Goals: Efficient provision of delivery services designed to support resource sharing among IHLS members. Provision of accurate information and educational tools to support delivery. Accurate member library delivery data in L2 (Library Learning)

- Delivery Survey was shared in order to gauge where IHLS Delivery is with providing efficient services to support resource sharing.

February 2018	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	32,647	13,920	794
Champaign	114,084	26,160	1,529
Edwardsville	109,909	28,240	1,921

July 2017 - February 2018 Items Incoming

