

Director & Staff Activity Report



Illinois Heartland Library System

January 2021



Administration 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

After months of hard work, the highlight of November was the success of IHLS Member Day: *Beyond All Limits*. While the pandemic caused us to make changes and switch gears, we were able to learn, grow, and stretch beyond our limits and put together a successful online conference. We also distributed press releases to targeted media, announcing and celebrating Ellen Popit receiving the Crystal Honor Award from the Association of Illinois School Library Educators.

In December, we began publicizing the announcement of the Secretary of State/Illinois State Library e-resources grant. To capitalize on the opportunity, marketing communication and SHARE staff began working together on some graphical cloudLibrary promotion for social media. We also assisted in the development of the IHLS Surplus Vehicles Grant description and began marketing the opportunity to all library types.

Promotion:

- *Advocacy:*
 - *IHLS*
 - [Illinois State Library Awards IHLS \\$125K for E-Resource Purchases](#)
 - [For Some Students, E-Resources Can Make the Difference](#)
 - [Ellen Popit Receives AISLE's Crystal Honor Award for Service to School Libraries](#)
 - *CMC*
 - [CMC Catalogs Music Collection](#)
 - [CMC: Cataloging Census Documents](#)
- *Services*
 - *IHLS*
 - Surplus Vehicles Grant
 - What Are Libraries Doing? Tool
 - Delivery Survey
 - *SHARE*
 - cloudLibrary additions
- *Continuing Education and Networking:*
 - *IHLS*
 - Directors' Chats (usually weekly)
 - Members Matter Meeting with an Update from the Illinois State Library
 - [Members Matter Recording](#)
 - Member Day (multiple)

- SHARE
 - Catalogers Training Session
- *Grants:*
 - IHLS Surplus Vehicles Grant
 - American Dream Literacy Initiative Grant
 - Feed Your Need
 - FY2021 Illinois Public Library Per Capita and Equalization Aid Grants
 - Libraries Transform Communities: Engagement Grant (ALA)
 - Connect Illinois Community Digital Navigator Grant
 - 2021 IRRRT Mission Enhancement Grant (ALA)
 - McCusker Professional Development Grant (AISLE)
 - Peggy Barber Tribute Grant (ALA)

General Communications:

- *IHLS*
 - Staff Connection: Dec. 23 and Nov. 30
 - Member Connection: Nov. 3, Nov. 24, and Dec. 15
 - Members Matter Registrants info email
 - Delivery Quarantine Reduced to 3 Days
 - Assurance of Service #2
 - Member Day Registrant Email (event day and week before)
 - Delivery Survey Follow-Up FAQs
- *SHARE*
 - Member Newsletter: Nov. 10 and Dec. 8
 - Membership Vote
 - Leap Survey
 - Bibliographic and Cataloging Standards Committee
 - RDA Toolkit
 - MARC Report Update; Membership Meeting (multiple) & Recording
 - SHARE on Election Day

Formal research:

- IHLS Member Day 2020 Attendees Evaluation
 - Responses to be analyzed in January
- IHLS Member Day 2020 Sponsor Evaluation
 - Responses to be analyzed in January
- Coronavirus Staff Check-In
 - Some key findings of those surveyed:
 - 87% remain worried about the impacts of coronavirus on them as individuals and 85% about the impact of the virus on IHLS;
 - Overall, staff members working at home are most likely to be struggling with social isolation, anxiety about the virus, distractions and physical workspace issues, and internet connectivity issues; however, the top issues varied by hub;

- 50% of those working from home want to return to the office in some capacity, with the greatest percentage of those being from the Edwardsville Hub; and
 - 64% would like IHLS leadership to communicate about coronavirus complications more often than we currently are communicating.
- Delivery Feedback Survey
 - Some key findings of those surveyed:
 - Overall, satisfaction ratings for IHLS Delivery at this point in time are high (average 4.5 out of 5); Delivery received similarly high ratings for satisfaction regarding current delivery procedures for libraries (4.4) and communication between IHLS and libraries (4.5);
 - A greater percentage of special libraries are dissatisfied than other types (33% compared to at most 11%), although only a handful of special libraries responded;
 - There were several small tweaks that could be made to increase satisfaction, including things such as regularly communicating helpful procedures and asking staff to be aware of certain issues;
 - Libraries notice and appreciate delivery staff members' work and diligence.

Trainings and networking events attended by department staff:

- Library Marketing and Communications Conference
- Research Institute for Public Libraries
- IHLS Directors' Chats
- Illinois Library Association Marketing Forum Roundtable

Social media insights:

- Facebook: 39 posts in November
 - A change in Facebook caused problems with scheduling posts. Research revealed that using Facebook's new Creative Studio fixed the issue.
 - *Awareness:* 9,921 total post reach, 254 avg post reach, 11,077 total post impressions
 - *Engagement:* 761 post engagements, 20 average post engagements
 - *Change:* +9; 1,142 Total Followers
- Facebook: 39 posts in December
 - *Awareness:* 11,709 total post reach, 300 average post reach, 12,408 total post impressions
 - *Engagement:* 571 post engagements, 15 average post engagements
 - *Change:* +12; 1,154 Total Followers


Top Facebook Post November 2020

Illinois Heartland Library System
Published by Julia Pernicka · November 25, 2020 ·

We would like to congratulate Ellen Popit, Associate Director of IHLS, on being awarded the prestigious Crystal Honor Award by the Association of Illinois School Library Educators (AISLE) .

Read more: <https://illinoisheartland.org/.../ellen-popit-receives-aisle%...>

Ellen Hanahue Popit



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

1,074 People Reached	373 Engagements	Boost Post
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138 74 Comments 2 Shares

Top Facebook Post December 2020

Illinois Heartland Library System
Published by Shandi Greve Penrod · December 29, 2020 ·

Looking for an ebook for your kiddo while the libraries are closed for winter break? The SHARE cloudLibrary consortium added ***over 2100 juvenile and young adult ebooks and e-audiobooks*** to the SHARE cloudLibrary in December! To see if your school or public library is a member, look for the cloudLibrary logo at your library's digital branch (it's website!) #ebooks #ILoveMyLibrary



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

3,245 People Reached	146 Engagements	Boost Post
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Cassie Jo Thompson, Ann Ohms and 6 others 1 Comment 29 Shares

- Twitter: 16 tweets in November
 - o Awareness: 3,000 tweet impressions or 100 impressions per day
 - o Engagement: 49 post engagements, 1.1% post engagements rate
 - o Change: + 9 followers
- Twitter: 13 tweets in December
 - o Awareness: 1,754 tweet impressions or 56 impressions per day
 - o Engagement: 29 post engagements, 2.8% post engagements rate
 - o Change: + 8 followers



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

HUMAN RESOURCES GOALS:

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

Explore Opportunities to enhance human resources knowledge across member libraries.

- **Recruiting**

Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, monthly staff newsletters, and member newsletters.

There are no current open positions.

We have a new hire for our Cataloger position awaiting approval on the Staff Report.

We expect this new employee to begin employment the end of January after board approval.

Additionally, we have two new part-time drivers that began employment in December. One driver is at our Carbondale location and the other driver is at our Champaign location. New hire orientations were conducted via Zoom.

- **Continuing Education**

Continuing education is important to the success of our organization. We want employees to continually improve upon knowledge, skills, and abilities for professional development. The chart below outlines course completion for November and December.

NOVEMBER TRAINING

Live workshop or online training	Format	# of staff
Basics of Defensive Driving	Core 360	53
Preventing Back Injuries	Core 360	50
Defensive Driving Accident Scene Management	Core 360	50
Defensive Driving Reducing Winter Weather Accidents	Core 360	48
Defensive Driving Backing Safely R is for Reverse	Core 360	53
Sexual Harassment and Discrimination for Employees	Core 360	24
Sexual Harassment and Discrimination for Supervisors	Core 360	3
SwiftUI Essential Training	Lynda.com	1

Building Vue and Node Apps with Authentication	Lynda.com	1
Learning Vuex	Lynda.com	1
Bystander Intervention Workplace Demo with Hollaback	Hollaback	7
Anti-Racism: Because 'Not Racist' Is Not Enough	Fred Pryor	1
How to Succeed as a One Person HR Department	Fred Pryor	1
Human Resources Law Update 2020	Fred Pryor	1
Working Well with Everyone: Diversity = Greatness	Fred Pryor	1

DECEMBER TRAINING

Live workshop or online training	Format	# of staff
Basics of Defensive Driving	Core 360	33
Preventing Back Injuries	Core 360	35
Defensive Driving Accident Scene Management	Core 360	33
Defensive Driving Reducing Winter Weather Accidents	Core 360	34
Defensive Driving Backing Safely R is for Reverse	Core 360	31
Sexual Harassment and Discrimination for Employees	Core 360	32
Sexual Harassment and Discrimination for Supervisors	Core 360	3
FLSA Rules, Regulations and Classification Standards 2020	Fred Pryor	1
Best HR Practices for Communicating with Remote Employees	Fred Pryor	1
Cannabis in the Age of Quarantine How Changing Cannabis Laws are Continuing to Impact the Workplace	FordHarrison	2

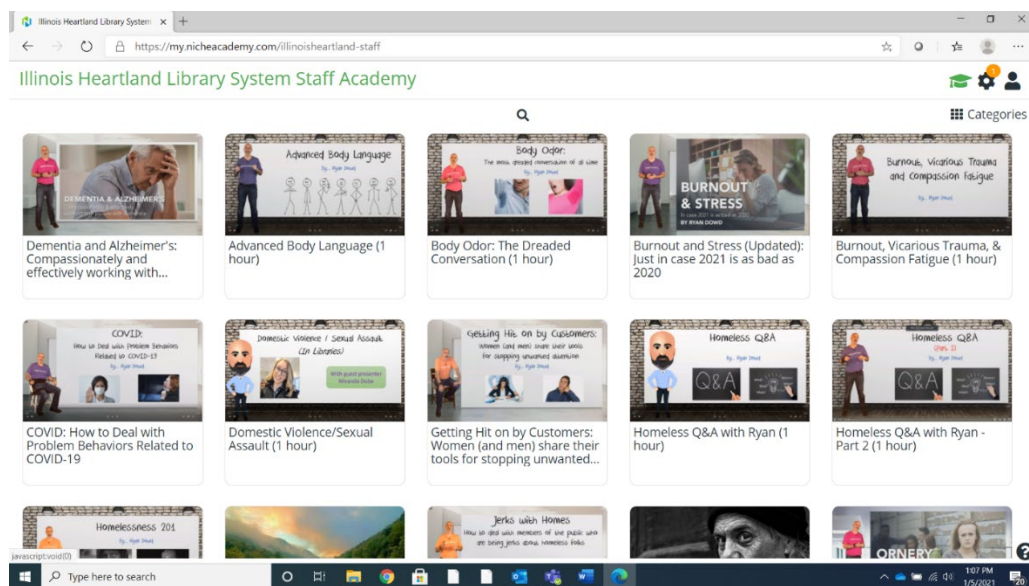
- Human Resources secured a training date for our Hollaback Bystander Intervention in the Workplace training for January 20, 2021, from 3:00-4:30 p.m. CST. All employees are encouraged to attend. Communication was sent out via the Staff Newsletter and via email for all employees to take part in learning important skills to help them succeed.



- **Continuing Education**

Employees received one year of access to the Niche Academy beginning January 1, 2021. We are so grateful to be able to offer all employees access to online training that will teach employees to confidently and compassionately solve problem behavior from troubled individuals. This is a library of pre-recorded webinars presented by Ryan Dowd the author of The Librarian's Guide to Homelessness. The skills and tools that are presented in these trainings can not only be applied to our work life, but also give us skills to deal with difficult situations outside of work.

Best of all, we can access these webinars when time permits as employees will have a full one-year subscription to the online trainings. Ryan conducts one new training a month so there is always new content and ways for us to learn new skills.



- **Continuing Education (Member Libraries)**

Sexual Harassment and Bystander Intervention in the Workplace training will be conducted by Hollaback for our member libraries on March 23rd from 9:30-11:30 a.m. This training will give member libraries vital skills to feel comfortable addressing workplace harassment as well as meet the Illinois state requirements for taking an annual Sexual Harassment prevention course.

- **Workplace Safety COVID-19 Protocol**

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. As this virus is seeing a surge, we are experiencing a higher volume of questions, concerns, and exposures in this area. We are maintaining compliance with the Family First

Coronavirus Response Act and processing time off in accordance with the IHLS Emergency Paid Sick Leave Policy.

The Consolidated Appropriations Act (CAA), 2021, extended employer tax credits for paid sick leave and expanded family and medical leave voluntarily provided to employees until March 31, 2021. However, the CAA did not extend employees' entitlement to Family First Coronavirus Response Act leave beyond Dec. 31, 2020, meaning employers will no longer be legally required to provide such leave. It was decided to continue this benefit on a voluntary basis until March 31, 2021, as we will still be paid credit for any payouts. It's not mandatory at this point to offer to employees. IHLS felt as though it was the right decision as our employees are still having to deal with the Covid-19 pandemic.

On December 2, 2020, a survey was sent to all staff. This survey was a Leadership COVID-19 check-in survey to see how staff are coping with the many challenges that we face in the workplace from safety, remote working, and maintaining a work life balance. Survey results were shared with employees in the staff newsletter on December 23rd. Social isolation was the number one concern, so we encouraged staff to reach out to their coworkers via Teams to encourage more interaction and suggested that managers reach out to their staff. We will be sending out this survey periodically to ensure that we are addressing employee concerns and continue to support our staff to the best of our abilities.

- **Benefits Open Enrollment**

Human Resources worked in partnership with Finance to train employees how to electronically elect benefits for the 2021 plan year by conducting demonstrations at the Operations and Supervisor meetings. We sent out official communication, conducted an efficient and smooth roll-out to staff members, and finally submitted reports to the broker with all 2021 benefit enrollments.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The end of the calendar year was quite productive. We completed the integration of our Abila software with the OpenGov software. We now have live data from our Abila financial software visible in the OpenGov software. We are planning a user training for early February so we can begin using the software in this year's budgeting season.

We assisted Human Resources with this year's open enrollment for health, dental, vision, and life benefits. This is our second year using the online benefits enrollment that is part of our Abila software. It has been a significant time-saver than our past method of manually changing the employee elections in the software. We are always excited to find ways our software will assist us and improve efficiencies within our department.

I attended the Research Institute for Public Libraries (RIPL) virtual conference. It helped in understanding data collection and was a very exciting and intense conference. There were many things that I took away, but I made note of the two statements below that were made during discussion that I felt were impactful to me. They were good reminders to me to take time to ensure the work that we are doing is needed and effective.

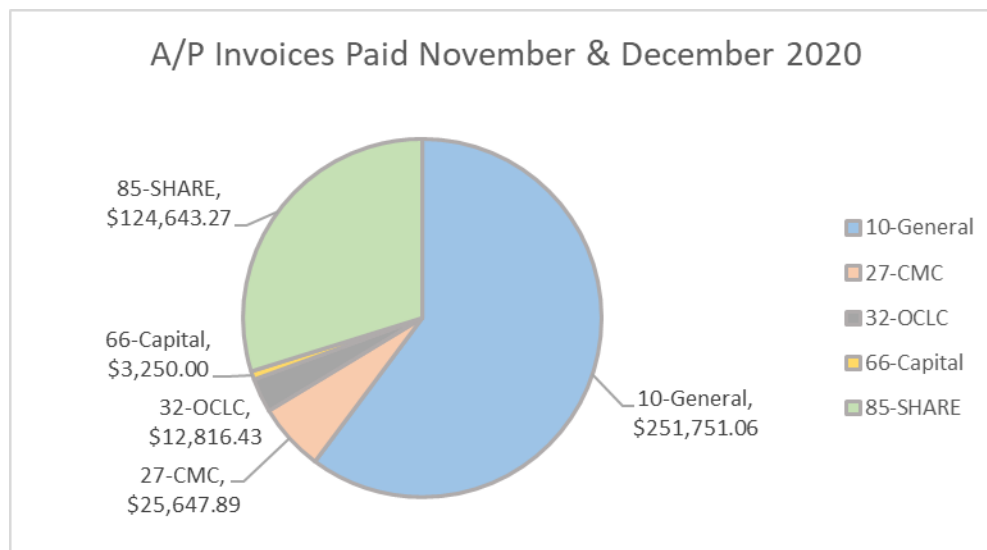
- We can be too busy doing the work to evaluate our work.
- We can look too much inward and not see what is needed outward.

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 weekly staff High Five meetings.
- Attended IHLS Member Day.
- Attended a Members Matter meeting.
- Attended a meeting with representatives from OpenGov.
- Completed employee safety and sexual harassment virtual training.
- Attended a meeting with representatives from Enterprise.
- Attended a meeting with Greg McCormick from the Illinois State Library.
- Attended the RIPL virtual conference.
- Assisted with the IHLS open enrollment for health benefits.
- Attended weekly COVID-19 Response Team meetings.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.

- Prepared and processed two payrolls in November and two payrolls in December.
- Prepared October and November 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 261 accounts receivable invoices (OCLC: 26 Monthly and 199 Transactional; SHARE: 4 Monthly, 4 Transitional, 2 Bibliographic Services, 1 Additional Modules, and 12 Cloud eBook Purchases; General: 2 ILDS Project and 11 Library Law Books).
- Received and posted 253 accounts receivable cash receipts checks totaling \$391,311.94 (OCLC: 171, SHARE: 71, and General: 11).
- Received and entered 127 accounts payable invoices.
- Disbursed 124 accounts payable checks totaling \$418,108.65.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

As 2020 came to a close, the IT department at IHLS put strategic focus on security. Much of the year has focused on making sure people could perform their jobs remotely and that our libraries could access everything they needed. Many additional functions were added to the SHARE Administrative team's backend website. These functions allowed our SHARE staff to perform updates to the SHARE Polaris database that were restricted to the IT department previously.

As far as our security concerns go, our eyes have been opened to industry attacks on organizations similar to ours and also to our own users who've fallen to email attacks like fake voicemails and fake fax messages. The IT department got together to look at our whole system and identify areas where we could improve. In the new year, we'll be focusing on tightening user security by utilizing MFA (multi-factor authentication) and tightening security on our administrator accounts. MFA is becoming more familiar to our staff and we think the transition will be painless. MFA is just another level of authentication beyond a password. Often the servers will send a text message with a code the user must enter, or special software can be loaded on the user's cell phones that provide a code to use.

Research is also going into the system's phone system and what needs to be upgraded so our remote staff can function more efficiently. More details will come on this as we learn more.

Goals:

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

- Planning continues on the website design.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

An initial visit was made to Ben-Gil Elementary School in Gillespie to get them set up for barcoding their collection. Another visit is planned for February to give them a boost with a staff barcoding day.

December marked the beginning of online cataloging classes for new catalogers. These classes have always been held in person. A maximum of ten participants in each class was originally planned, but demand was high, and the class sizes were eventually capped at 12 participants per session. The registration period was closed at least a month before the sessions. The whole series will begin again in March for those who were unable to register for the first bunch. This series of classes includes Book Cataloging, Introduction to Authority Records, Library of Congress Subject Headings, and Dewey Decimal Classification.

The usual variety of materials were sent for cataloging in November and December including books in English and Spanish, audiobooks, music CDs, DVDs, and Blu-ray discs. There were several Binge Box multiple movie and multi-disc DVD/Blu-ray sets as well. Two of them are pictured here.



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.

November 2020

- Cataloged 442 items for SHARE member libraries.
- Imported 190 \$3 bibs for SHARE member libraries.
- Created 15 on order bibs for SHARE member libraries.
- Cataloged 7 items for new member libraries joining SHARE.
- Merged 158 bibliographic records, cleaned up/corrected 2,707 bibliographic records, and cleaned up/corrected 165 item records.

December 2020

- Cataloged 324 items for SHARE member libraries.
- Imported 282 \$3 bibs for SHARE member libraries.
- Created 33 on order bibs for SHARE member libraries.

- Cataloged 70 items for new member libraries joining SHARE.
- Merged 245 bibliographic records, cleaned up/corrected 2,664 bibliographic records, and cleaned up/corrected 542 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 6 cataloging-related classes, including the monthly Catalogers Training Session in November, 2 barcoding classes in November, 1 barcoding class in December, and 2 classes in the series for new catalogers in December.
- Handled over 194 emails and contacts in November and 185 in December.
- Reviewed and imported 13 files with 60 bibliographic records for beginning catalogers in November and 15 files with 90 bibliographic records in December.
- Held a one-on-one Zoom session with a cataloger to teach kit cataloging.

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.

November 2020

- Cataloged 100 items for libraries in Illinois.
- Created 9 NACO name authority records for improved user access.
- Held Online with the CMC: Well Isn't That Special?: Archival Materials & Special Collections.
- 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.
- Began a project cataloging music CDs for Roosevelt University Library.
- Gave a brief presentation at IHLS Member Day.
- Taught the RDA audio-visual online course with 17 participants.

December 2020

- Cataloged 206 items for libraries in Illinois.
- Created 6 NACO name authority records for improved user access.
- Finished transcribing oral histories and are ready to move on to other steps in the oral history project for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Cataloged Braille books for Mattoon Public Library.
- One staff member attended the Research Institute for Public Libraries (RIPL) virtual conference.
- Continued working on the OCLC Member Merge Project which will allow catalogers to merge duplicate OCLC bibliographic records.
- Held a one-on-one Zoom session with a cataloger to teach video cataloging.



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



November saw virtual conferences including IHLS Member Day, meetings forecasting for next year's vehicle purchases, participation in a nationwide delivery survey, as well as all the regular meetings that keep our organization running.

December brought a reduction in quarantine time for those items that we bring into our hubs. This quarantine time was based on the links that were shared in the October Board Activities Report of 2020. Our Delivery Working Group (DWG) gathered together to discuss again what quarantine times will look like. We agreed that we could safely reduce our quarantine time from 5 days to 3 days. This quarantine time of items is for IHLS staff and for IHLS sorters. The above quote was not able to survive in our delivery department. We are constantly looking at, modifying, and implementing the latest procedures as more information comes out about the viability of the COVID-19 virus.

Delivery attended the SHARE Membership Meeting on Dec 9, 2020, as well as attended a Members Matter meeting. I was able to attend the ALA (American Libraries Association), RUSA (Reference and User Services Association), and STARS (Sharing and Transforming Access to Resources Section) Physical Delivery group meeting. Whew. This will be the new "home" for the previous ASGCLA (The Association of Specialized, Government, and Cooperative Library Agencies) Physical Delivery Interest Group. This is a really good fit for our group. What is resource sharing without delivery? Cumbersome is what I would answer. It is only by sharing information between the resource sharing group and the physical delivery group that we can move forward with even better service.

In an effort to build better communication between RAILS (Reaching Across Illinois Library System) and IHLS (Illinois Heartland Library System) all the delivery managers as well as Mark

Hatch (RAILS Delivery and Facilities Director) and myself, met to share delivery tips and tricks. It is so useful to understand that we are all dealing with issues across the entire state. We have the same customers -- member libraries. By understanding that, it bridges gaps between the systems. And here in IHLS, we are always looking to improve as well as share delivery procedures and policies.

IHLS is actively avoiding the “We have always done it that way” mentality.





SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The biggest success has to be our hugely successful Member Day! SHARE and CMC staff worked so hard to make it such a wonderful day.

With a sense of déjà vu, SHARE began the month by disabling interlibrary loans and helping our member libraries transition to limited service. The silver lining has always been that we are doing so with better tools and more experience. We all know the drill and what to do to help our members weather this.

In December, we hosted our annual SHARE Membership Meeting, followed by a vote with four proposals, including a change to the large library representative size, and three cataloging standard changes: recording publication and copyright dates in Polaris bibliographic records, recording publication information for self-published items, and use of ISBD punctuation. All four proposals passed with membership support.

Last, but not least, IHLS was awarded a \$125,000 grant to purchase e-resources. Funding for this grant was awarded by the Illinois State Library, a Department of the Office of the Illinois Secretary of State, using funds provided by the U.S. Institute of Museum and Library Services, under the provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

LLSAP (SHARE) GOAL:

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

- 11/04/2020 SHARE staff attended Polaris training
- 11/05/2020 Met with Reaching Across Illinois Library System (RAILS) to discuss potential vendor opportunities
- 11/12/2020 SHARE Finance & Policy Committee
- 11/12/2020 Met with Capira to discuss SHARE mobile app
- 12/02/2020 SHARE Executive Council
- 12/03/2020 SHARE staff attended Polaris training
- 12/09/2021 SHARE Membership Meeting
- Attended the Research in Public Libraries conference 12/14/2020-12/16/2020.
- SHARE Membership Vote open 12/16/2020-12/28/2020.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- 11/05/2020 Participated in the Directors' Chat
- 11/19/2020 Participated in the Directors' Chat

- 12/11/2020 Participated in Members Matter
- Sent 2 quotes for service to potential members.
- SHARE staff provided two circulation trainings in November.
- SHARE provided eight circulation trainings in December.

E-RESOURCES GOAL:

Increase familiarity with and utilization of e-resources.

- cloudLibrary users checked out 33,798 owned titles and 1,329 pay-per-use titles in November. We typically see a drop in usage in both November and December, however this is still a 19.6% increase compared to November 2019.
- cloudLibrary users checked out 34,667 owned titles and 1,154 pay-per-use titles in December, which was a 22% increase in usage compared to December 2019.
- Sent information regarding marketing support to cloudLibrary members via the SHARE newsletter.
- We were awarded \$125,000 to purchase e-resources, with an emphasis on classroom support. We announced this amazing opportunity via the IHLS newsletter with additional information on how to participate.
- On December 1, we started purchasing for the grant! We added 2,215 titles, spending a total of \$64,018.01.
- In addition, we recruited 6 member library selectors to help with future purchasing for the remainder of the grant:
 - Beth Bendele – O’Fallon CUSD 90
 - Emily Pickell – Champaign Central HS
 - Rachel Bielby – Sacred Heart-Griffin HS
 - Seren Conner – Carbondale Elementary School District 95
 - Hope Kasten – Salem Community HS
 - Erica Hanke-Young – Six Mile Regional Library District



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

This reporting period started off with a big bang on Member Day! Happily, November and December included holiday breaks in each month that provided staff members at our libraries with much needed R & R.

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.

- A virtual site visit was held with the director of the Steeleville Area Public Library District on December 8th.
- Staff worked on data input for the IHLS Customer Relations Management Software (CRM).

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.

- Directors' Chats were held through December and maintained a very healthy participation.
- Several system staff members attended the Metro East Public Library Management Meeting on December 10th.
- A Statewide meeting was held on December 11th to determine how advocacy efforts of all agencies can be developed and promoted cooperatively.
- With significant help from our IT department, thumb drives were prepared to share materials from the 2020 virtual Directors U with all participants.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- [Member Day](#) was held on November 10th.
- On December 11th, Greg McCormick and Joe Natale from the Illinois State Library joined 91 attendees at a Members Matter meeting held to discuss changes in the Administrative Code that center around services to non-residents. These included e-resources for non-residents, Cards for Kids, and services to non-resident disabled veterans. Those proposed changes can be viewed [here](#).
- Planning has begun for continuing education in the second half of FY2021.