



Director & Staff Activity Report

MAY 2019

As Illinois Heartland Library System (IHLS) looks to its eighth year as a service organization in central and southern Illinois, we are not content to rest on our laurels. Our services are designed to benefit all 520+ member libraries and the communities they serve. We have made significant improvements in these areas and look forward to another meaningful year.

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

COMMUNICATIONS

Goals: Effective and efficient communication with IHLS stakeholders. Rebranding to continue increasing visibility within the community. Advocacy for the organization and our members.

- Hosted Directors' Chat on Wednesday, May 1. Facilitated engagement between library directors and shared IHLS news and opportunities.
- Promoted and assisted with the Reaching Forward South conference, this year held at SIUC. One of the sessions was presented live via Zoom, enabling us to open the session to librarians not in attendance on location. Staff attended the event both as volunteers and as participants.
- Continued developing strategic use of email marketing, including mailing list refinement and using targeted messages.
- Gathered materials and printed and prepared binders for Directors' University, to be held in Springfield June 3-7.
- Five (5) staff members attended the Business Writing for Results seminar with a goal to produce clearer, sharper, and more effective copy.
- Board networking event was held at the Decatur Public Library.
- Promoted registration for Design Thinking for Libraries, to be held June 12 and 13. Registration has been great with over 60 registered on both dates.
- Met with the marketing team regarding email marketing and with the communications team regarding proofing procedures, etc.
- Developed an email marketing planning calendar. Strategizing with IT about the best way to track analytics data.
- Developed full-color and line art versions of a Member Day logo and mascot.
- Analyzed Member Day survey data and shared with the Priorities Team.
- Investigated strategic options for giveaways for use at Member Day and year-round conferences.

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resource Generalist

Recruiting continues in the Human Resources department, with a total of four new approved hires for our Operations department. We orientated three of the four new hires this month, relieving some of the pressure for our current sorter and courier staff. The timeclock project continues with a few snags, but it wouldn't be a new project without a few. HR will continue to work with the hiccups until the goal is reached. We have new job descriptions in creation for approval in the coming weeks. These changes will continue to prepare IHLS for future innovation and growth.

HUMAN RESOURCES

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
Business Writing for Results	Live	5
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	Live	8
How to Deliver Exceptional Customer Service	Live	1

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The final stage of our Polaris 6.2 upgrade for SHARE (Sharing Heartland's Available Resources Equally) that we started in late April was completed in early June. This final step was to upgrade from Windows Server 2012 R2 to Windows Server 2016 for the two remote desktop gateways, six remote desktop hosts and production database server. The SHARE and IHLS website hosting was moved from our Edwardsville location to our Champaign co-locations. During this migration we also moved the sites to a different infrastructure architecture that allows for faster updates to the underlying software running our sites.

BOARD SUPPORT

Goals: Refine process for future board and committee meetings. 100% State and Federal Compliance for IHLS Board and appropriate IHLS staff.

- Reached out to incoming board members to confirm OMA (Open Meetings Act) certification.
- Prepared board member binders for incoming board members to provide a smooth transition to the board.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

The highlight of this month's activities was the Trustee Training held at the Edwardsville Public Library on Saturday, May 11th. Facilitated by membership coordinator Anna Yackle, this event drew 26 Trustees and was most successful. Hopefully, this is an enthusiastic beginning to ongoing professional development for IHLS trustees.

Goals: Membership of all system agencies will be reviewed on an annual basis. IHLS will continue to develop relationships with and among the membership. Continue active partnership in statewide and national initiatives that support enhanced library service. Work with other library entities within the state among others.

- The following site visits were made:
 - May 2nd---Lincoln Correctional Center, Auburn and Divernon Public Libraries
 - May 3rd---Pinckneyville Public Library
 - May 15th---Lawrence Public Library and Wayne City Public Libraries, SSM Good Samaritan Hospital
 - May 20th---Girard and Roodhouse Public Libraries
 - May 22nd---Newman and Willow Branch Public Libraries and Sarah Bush Lincoln Hospital
 - May 23rd---Ogden Rose and Sidney Public Libraries and the Giertz Center for the Arts

NETWORKING

Goals: IHLS will continue to develop relationships with and among membership. Continue active partnership in statewide and national initiatives that support enhanced library service. Work with other library entities within the state among others.

- May 4th---Participated in a Small Pubs Networking Meeting at the Maroa Public Library
- May 11th---Trustee Training in Edwardsville
- May 17th---Reaching Forward South
- May 20th---Participated in a SLIDE meeting in Litchfield
- May 23rd---Board Networking meeting at Decatur Public

ACCOUNTING OPERATIONS

Goal: Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision making.

In May, Finance had a very productive month. We were engaged in a variety of activities to support the organization. Our activities included:

- Prepared material for liability insurance renewal and met with insurance broker.
- Attended Fred Pryor "Providing Excellent Customer Service" seminar.
- Arranged travel for IHLS staff.

- Presented travel arrangement procedures at the monthly Supervisor's meeting.
- Completed IHLS' Treasurer's Bond renewal.
- Reviewed FY2020 ILDS contract.
- Analyzed minimum wage organizational financial impact.
- Scheduled FY2019 IHLS audit with Scheffel Boyle.
- Contacted appropriate financial institutions to update authorized account signers.
- Completed and submitted appropriate forms for change of IHLS' IMRF Authorized Agent.
- Attended Fred Pryor "Business Writing for Results" seminar.
- Trained on Jet Pay conversion.
- Assisted in planning for IHLS continuing educational opportunities.

BIBLIOGRAPHIC ACCESS STAFF ACTIVITIES

CATALOGING SERVICE FOR SHARE

Goals: Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database.

- Staff cataloged 482 items for SHARE member libraries.
- Staff imported 284 \$3 bibs for SHARE member libraries.
- Staff created 38 on-order bibs for SHARE member libraries.
- Staff cataloged 248 items for new member libraries joining SHARE.
- Staff merged 110 bibliographic records, cleaned up/corrected 2,434 bibliographic records, and corrected/cleaned up 199 item records.

CATALOG TRAINING FOR SHARE MEMBERS

Goal: Increase the understanding and skills 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.

- Reviewed 19 files containing 90 bibliographic records for new catalogers.
- Provided 6 cataloging related classes and hosted one Cataloger's Training Session.

CATALOGING MAINTENANCE CENTER (CMC)

Goals: Provision of cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries and at IDA by providing information on formation and content of metadata. Facilitate the development of expertise in the use of resource description, including cataloging and metadata, among library staffs in Illinois.

- CMC staff cataloged 206 items for libraries in Illinois.
- CMC staff created 7 NACO name authority records for improved user access.

- Online with the CMC: On the Basis of Genre was held as an online webinar with a short Q&A following.
- Staff presented at Reaching Forward South in Carbondale and were available at a booth throughout the day to answer questions.
- Staff attended Reaching Forward in Rosemont.
- Staff attended the Local History and Genealogy Forum in Alton.
- Online Moodle course, RDA for Video and Audio Recordings was held for the first time with 43 students registered.



THE MARC OF QUALITY (TMQ)

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

- File was sent to update OCLC holdings. Staff continue to work on cleanup reports.

DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

The most significant change for Operations in May was a shift in staff responsibilities. The Operations Manager in Edwardsville was reclassified as an Area Manager and will be responsible for Operations in the Carbondale and Edwardsville Offices. A courier from Carbondale and the lead sorter from Edwardsville were both reclassified as Delivery Coordinators for their respective buildings.

Attended:

- May 3rd Reaching Forward
- May 14th Granite City Rotary with Leslie Bednar
- May 17th Reaching Forward South (Carbondale)
- May 30th Supervisor's Meeting (Champaign) with key Operations Staff Members

In Champaign, the curbs were painted and a new handicapped sign was installed. In Edwardsville, there were minor parking lot repairs. On May 14th, IHLS hosted representatives of the Lyngsoe Company to discuss the possibilities offered by automatic sorting systems.

On May 15th, IHLS participated in a delivery phone conference with ISL (Illinois State Library), RAILS and CARLI (Consortium of Academic and Research Libraries in Illinois).

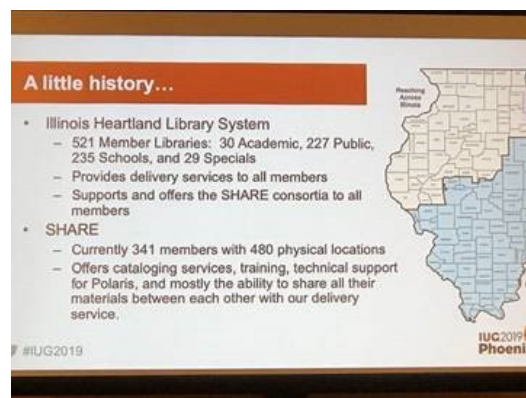
SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In May, the SHARE leadership team attended IUG (Innovative Users Group) in Phoenix, AZ. As part of that trip, the group got a chance to learn more about future Innovative initiatives, current updates and development, and network with vendors, colleagues, and other consortia. A large focus was on customer expectations, especially how we expect to interact with technology. We all returned excited about the future of the ILS.

In addition, both Troy Brown and Joan Bauer gave great presentations!

When Troy shared “A little history” slide, showing the 341 members of SHARE, an attendee looked back and said, “Can you imagine?!”



Joan Bauer also had a great presentation, called How DARE She Retire! It was a packed room. I know many people there were saying that they left needing to think about succession and training plans.



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

- Discussed potential partnerships with RAILS for eResource vendors.

- Updated school summer closing dates, with delivery suspended as of May 24.
- May 17th SHARE staff participated in Reaching Forward South in Carbondale.
- May 27th SHARE supervisors attended the Supervisors Meeting in Champaign.

LLSAP DEVELOPMENT

Goal: Increase members participating in SHARE.

- Sent packets of information to two schools.
- Went to meet the board of the Potomac District Library with Joan Bauer.

E-RESOURCES

Goal: Increase familiarity with and utilization of eResources.

- Lesley Zavediuk provided statistical details for libraries completing their IPLAR.
- The cloudLibrary app received an update and has a new look.
- Patrons checked out 31,954 items from the cloudLibrary in May.
- Patrons downloaded 4,201 items from RBDigital in May.

CONTINUING EDUCATION

Goal: Increased continuing education opportunities as allowed by ISL directive.

- Offered a Trustee Training on May 11th at the Edwardsville Public Library.
- SHARE Circulation staff offered 2 classes, with 9 attendees for a total of 20.5 contact hours, as well as an eResources workshop for a member library.
- SHARE staff offered a reports class, with 7 attendees, for a total of 21 contact hours.
- CMC offered a six-week online RDA course with 43 participants.
- CMC and SHARE Cataloging staff offered 7 classes, with 152 participants, for a total of 257 contact hours.