



Department & Staff Activity Report

MAY 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.

ADMINISTRATIVE STAFF ACTIVITIES

EXECUTIVE DIRECTOR REPORT

Move Me to Tears

I have had the privilege to participate in several learning opportunities in the last month or so. And while my official involvement was to assist others in their growth journey, as it usually happens I was the one who gained so much from the exchange. Sometimes I am moved to tears by the experience: either from sheer joy, sadness and empathy, or something in between. A couple examples from May and early June:

- In mid-May, I participated in the **CARLI New Directors Institute** and presented a session called Minute to Win It with Lisa Roberts from Principia College. Lisa and I provided quick solutions for library/agency advocacy to a group of approximately 20 newer academic library directors. During the session, a colleague shared a photo of her grandchild holding his first library card—what an unexpected and delightful moment to remind the entire group why we do what we do!
- This first full week of June is marked off for **Directors University**—a collaborative effort between the Illinois Library Association, Illinois State Library, Illinois Heartland Library System and Reaching Across Illinois Library System. The learning opportunity is held in Springfield at the Illinois State Library and the State House Inn. It is designed to provide new public library directors with the tools, skills and information they need to successfully navigate the sometimes lonely road of directorship. A committee of library leaders assembles the event including venue, trainers, food and accommodations. This year the committee was led by co-chairs Jim Deiters (Director, Oak Lawn Public Library) and Amanda McKay (Director, Effingham Public Library). “My” growth opportunities at this weeklong event included:
 - Evaluating priorities as a library director while playing Jenga—this was actually an ice breaker session on day one. Learning through play is an excellent way to absorb and retain complex topics!

- Each day I attended, I spoke with public library directors across the state and heard about the challenges they face on a regular basis—all in the name of providing library services to their communities.
- While in Springfield, I met with an academic library leader interested in partnering with IHLS as a way to provide continuing education opportunities to his peers. Near the end of our our engaging conversation he inquired about ways for academic librarians to become more involved in IHLS through service. The symbiotic relationship between IHLS and members we serve is quite gratifying.



2018 Directors University Attendees

COMMUNICATIONS

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

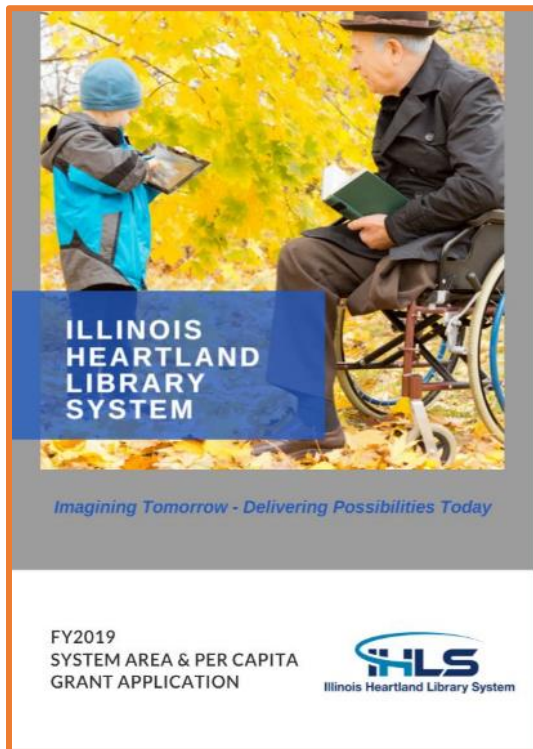
- Created a document, IHLS Basic Branding, to share with staff.
- Participated in the Reaching Forward south committee meetings.
- Along with having an IHLS vendor table, several staff members worked and networked at Reaching Forward South on May 11.



- Created a banner and business cards for the Cataloging Maintenance Center (CMC).
- Through research, yielded several leads and resources of potential interested to IHLS members such as grant opportunities, 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.
- Facebook: **Posted 31 times** during the month. Of those, the top two posts were an article on Decatur Public Library going fine free and an article about Carnegie libraries in Illinois.
- Twitter: **Five (5) tweets** earned **1,252 impressions** which averaged 40 impressions per day. The top tweet was regarding Reaching Forward South and earned 178 impressions.

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.



- Distribute committee meeting calendar to board
- Coordinate committee meeting dates and schedule on calendar and in L2
- Coordinate organization of records in Champaign and submit for application to purge
- Began planning Member Day event with Priorities Team
- Organized finalization of the FY2019 Operational Plan
- Organized completion of the FY19 System Area & Per Capita grant application and submitted on time.

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, HR Generalist

Several operational procedures: Progressive Discipline Procedure, Performance Improvement Plan procedure, and Family Medical Leave (FML) for part time and non FML eligible fulltime team members, have been finalized and will be distributed to the organization. Team member personnel files are now complete and are available for viewing. The department is heading the timeclock project for a more efficient timekeeping system. Meetings with the organizing company have been conducted and items of need have been established. The project will begin implementation in June 2018. Staff Day activity planning has begun, one speaker has been secured.

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.

Live workshop or online training	Format	# of staff
Leadership and Management Skills for Women	Live	3
Insert a Basic Formula in Microsoft Excel	Online	1
Microsoft Excel 2013 Intermediate Student Manual	Online	1
Building Great Relationships at Work Part 1	Online	1
Building Great Relationships at Work Part 2	Online	1
Building Great Relationships at Work Part 3	Online	1
Building Great Relationships at Work Part 4	Online	1
Creating a Social Media Policy	Online	4
Creating Space for Online Learning	Online	1
Social Media Marketing	Live	2

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

May was a highly anticipated month for the IT department. So much planning and preparations have gone into the new SHARE server project. After months of researching options, configuring test environments and filling out spreadsheets of information, the time has come to install the servers. During the last week of May we installed six new Dell servers, and two new network switches. These servers work together in a cluster. Clustering servers means that if one server were to go offline for any reason, the other servers would literally take over for it. Any programs running on the offline server are automatically loaded on one of the other servers without any intervention from IT staff.

This technology is a major upgrade for members of the SHARE consortium. We are utilizing technology that is really on the bleeding edge of computing. We can accomplish speeds and data redundancy that would just be too cost prohibitive with cloud service providers like Amazon and Microsoft.

In other IT news, we have reached out to our neighboring library system RAILS and offered to share our knowledge and programming code for the delivery iPad software. Initially there has been a lot of interest, and we hope to share what we have learned with anyone who's interested.

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.

- Request for Proposal (RFP) for website is in final proofing stages. Anticipated release date is mid-July.
- SHARE servers are installed and being tested.
- Planning to run network wiring in the Edwardsville office for new timeclock hardware and telephones in the break rooms.
- Planning out potential needs for the temporary Champaign office relocation.
- Troubleshooting and fixing requests from libraries ranging from text notifications, internet issues, wireless networks and more.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Membership & Grants Director

May was full of several networking opportunities that are listed below. In addition to that, we were able to visit Anna-Jonesboro High School for the purpose of considering membership and that action will be considered during the June Board meeting.

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.

- May 9, Ellen Popit joined colleagues at the Champaign Office and connected to RAILS/Burr Ridge to work on the revision of Serving Our Public.
- May 11, many staff members attended and assisted with Reaching Forward South, held at SIUE
- May 16, Ellen Popit attended the networking meeting of librarians from Randolph and Perry Counties.
- May 20, Ellen Popit participated in a board meeting for the Rebecca Caudill Young Readers Book Award.
- May 22, the IHLS board hosted a networking event at the Carbondale Office. In addition, staff participated in a planning call for the Association of Rural and Small Libraries Conference that will be held in Springfield in September.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In May, SHARE began to focus on ways to increase resource sharing and will continue to pursue opportunities for cost-savings for SHARE and IHLS members. One goal is to request member input more frequently, through quick polls, surveys, and listserv discussion questions. Getting increased feedback will help shape SHARE policies and procedures in the future.

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 files in the SHARE database.

- Staff cataloged 630 items for SHARE member libraries.
- Staff imported 201 \$3 bibs (bibliographic records) for SHARE member libraries.
- Staff created 40 on-order bibs for SHARE member libraries.
- Staff cataloged 338 items for new member libraries joining SHARE.
- Staff merged 279 bibliographic records, clean up/corrected 3,040 bibliographic records, and corrected/cleanup 286 item records.
- SHARE staff in Champaign worked on best flow for continued operation for the SHARE Cataloging Center during the remodeling of the hub.

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 4 cataloging related classes, provided 2 cataloger's workdays.
- Staff handled over 173 emails and contacts.
- Staff also reviewed and imported 18 files with 82 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 digitalized 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 160 items for libraries in Illinois (7 RAILS and 23 IHLS).
- CMC staff created 21 NACO name authority records for improved user access.
- CMC staff presented at the RSA (Resource Sharing Alliance) Database Committee meeting. Allowed staff the opportunity to meet current users of the CMC and introduce the services that CMC offers to other libraries
- CMC hosted a booth at the Reaching Forward South Conference. Provided a chance to meet library employees from all libraries south of I-80. This conference gave us a great opportunity to promote the CMC to library personnel that may or may not be familiar with CMC.
- Staff continue to transcribe immigration and naturalization documents for the SIUE Lovejoy Library collection.
- Staff attended meetings discussing future training and presentations.

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 members.

LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
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
Mar – 18	841,566	143,490	60,610	700,810	9,407,531	1,851,886	802,185
Apr – 18	781,976	135,061	51,776	699,524	9,401,887	1,853,051	798,659
May – 18	660,623	118,312	51,893	691,998	9,386,513	1,853,272	793,855

- In order to expand resource sharing, several new vendors are being considered for collections, movie licensing, and online tutoring.
- A book club kit project is also in development to provide collection support to the SHARE membership.
- A new pricing structure was released from RBdigital.
- The SHARE Web Developer updated the illsharit.com website, which is now more user friendly. It allows patrons to search by their home address, town, or zip code and uses Google Places to provide location auto complete for more accurate results.

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- The SHARE Director sent information to two school districts in order to discuss potential membership.
- Centralia Public Library District will be closing their branches at the end of June: Irvington, Odin, Bernice, and Sandoval. The SHARE Admin Manager worked to delete Centralia's branch holdings and logins to clean up the SHARE database.
- May 2, the Circulation and Resource Sharing Committee Meeting met to discuss drafts regarding a new policy for jurisdiction changes and a procedure to maintain the SHARE database. The SHARE Director will also work to create an ILL Violation Appeal Process.
- May 2, the SHARE Director attended the monthly Directors' Chat.
- May 3, the SHARE Executive Council met for their annual in-person meeting at the Rochester Public Library to discuss the SHARE Budget and Plan of Service. They also discussed council vacancies due to retirements and the bi-annual review of the SHARE governance. They planned the next SHARE Members Group Meeting to coincide with the IHLS Member Day.
- May 7, the eResources Committee held a special meeting to discuss a member concern regarding eResource discoverability in the SHARE database and the equitability of the SHARE fee structure. The committee will review a new fee structure in September.
- May 10, the Finance and Policy Committee met to review the SHARE Budget, a SHARE referral bonus, and the budget and meeting schedule for FY20 budget cycle.
- May 18, the Bibliographic and Cataloging Standards Committee met and reviewed member comments regarding cataloging standard for Playaway Lock. The group also discussed a member comment about a genre heading, however it is a Library of Congress practice, and SHARE will continue to follow their lead.

ILLNET INTERLIBRARY LOAN

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

- In May, the IHLS newsletter included instructions on how to place an interlibrary loan through avenues other than the SHARE database, including OCLC WorldShare and the ALA ILL Request Form.
- The May SHARE newsletter included reminders about deactivating security devices and the correct way to process lost item charges. It also included a link for schools to submit their end-of-year changes, and the correct way to deny a hold when closed for the summer.

CONSULTING

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

- The CMC continues to communicate the work that they do through the IHLS Newsletter, highlighting interesting items that they have cataloged. The CMC recently received an item from Stinson Memorial Library about Arthur and Patience Allen, the first African

American family in Union County, Illinois in 1828. They were free African Americans that moved to Illinois due to the deteriorating conditions in North Carolina. This helps to share stories about what the CMC does, and about the great collections from IHLS members.

- May 22, SHARE staff attended the IHLS Board Networking Event in Carbondale.
- May 24, the Member Day planning committee, including the SHARE Director, had a very productive day working to coordinate the upcoming Member Day in September.
- SHARE Reports training continued to be popular, with a waitlisted session held on May 3rd. Additional trainings included:
 - May 2, Cataloging in Connexion Workday at IHLS – Carbondale
 - May 3, SHARE Reports (Including SimplyReports) at IHLS – Carbondale
 - May 8, A self-paced Cataloging Training Session, with links to Library of Congress “Conversations about RDA” videos
 - May 15, Dewey Decimal Classification at the Sherman Public Library
 - May 16, Cataloging in Connexion Workday at the Olney Public Library
 - May 24, Introduction to Authority Records and Library of Congress Subject Headings at Centralia Regional Library
 - May 24, Library of Congress Subject Headings at Centralia Regional Library District

CONTINUING EDUCATION

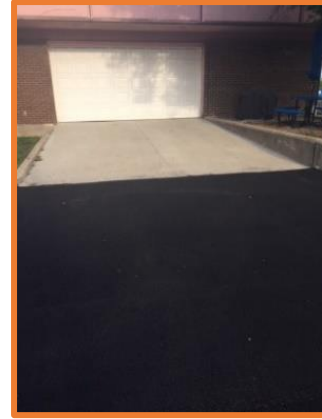
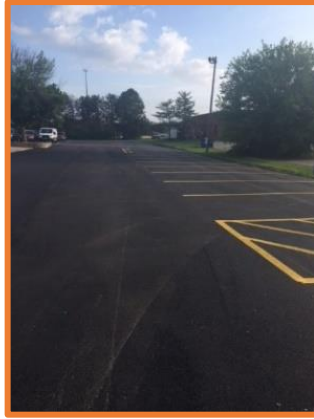
Goal: To provide continuing education opportunities as allowed by ISL directive.

- May 10, CMC and SHARE cataloging staff attended the RSA catalogers meeting in East Peoria.
- May 11, many SHARE staff attended Reaching Forward South, with CMC on hand to answer questions and provide more information about the program.

OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

I attended the Fred Pryor Leadership and Management Skills in Effingham along with other staff members. I met with Neil Gillott who is from Lyngosoe who shared information about an automatic sorting machine. My goal is to always keep an open mind to the different tools used in delivery services. As a committee member for Reaching Forward South, and with the assistance of other IHLS staff, we hosted a wonderful conference and were pleased with the number of members who were able to attend. I participated in the Member Day planning meeting to prepare for our upcoming Member Day in September. Linda Petty and myself met with Loeur Space Planning in regards to the Edwardsville building and how we may better utilize our space. As our membership grows so do the delivery operations and we are looking for ways to streamline processes and continue to offer excellent service to our member libraries.



Champaign Improvements (new outdoor table, parking lot and approach to garage)



Reaching Forward South Conference
Chair Ryan Franklin



Active Shooter Training with Officer Matt Beiham
from the Edwardsville Police Department



Jacque Gage from Joplin PL shared their experience when one of the deadliest tornados in 70 years ripped through their community. Zoom was used to provide the connection. Troy Brown and Zach Henderson did a fabulous job with technology.

DELIVERY

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)

May 2018	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	35,479	13,333	770
Champaign	111,618	26,680	1,654
Edwardsville	112,923	28,040	2,224

July 2017 - May 2018 Items Incoming

