

Director & Staff Activity Report



Illinois Heartland Library System

September 2020



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

It's time to fall back into a regular schedule. September brought about the launch of the *IHLS Member Day 2020: Beyond All Limits* webpages (www.IllinoisHeartland.org/MemberDay-home), the opening of Member Day registration, and all the digital marketing work that comes with it. Graphic pieces created for Member Day included everything from images for the web pages, social media, t-shirt designs, and cookies! New REALM (Reopening Archives, Libraries, and Museums) Project research also led to increases in the Delivery materials and tub quarantine period, requiring more web updates and email announcements. After the announcement, IHLS reexamined its quarantine procedures, looking for ways to reduce pressure on libraries. The resulting move of the 7-day quarantine in-house was announced at a special Members Matter meeting, held by Member request to discuss the procedures, the REALM Project research, et cetera. Collaboration continued with RAILS on Statewide opportunities (Explore More Illinois, Online High School, etc.). Staff also worked on the presentation and formatting of the FY2020 Annual Report.

Promotion:

- *Advocacy:*
 - *IHLS*
 - Census 2020
 - *CMC*
 - CMC: Looking at the Past for Your Future
- *CE & Networking events/opportunities:*
 - *IHLS*
 - Weekly Directors' Chat (multiple)
 - IHLS Member Day (dedicated section of the website, announcement email)
 - *SHARE*
 - September Catalogers Training Session
- *Discounts and demos:*
 - *IHLS*
 - EBSCO
 - Gumdrop Books
 - *SHARE*
 - Cloud Library Demo for Schools
 - September Catalogers Training Session

General Communications:

- *IHLS:*
 - Staff Connection 9/30/2020
 - Delivery Tub Quarantine to Move In-House at IHLS
 - IHLS Members Matter: Delivery Services and COVID-19 ([multiple; recording posted online](#))
 - Delivery Tub Handling Quarantine Now 7 Days
 - New L2 is Live!
 - IHLS Member Connection 9/1/2020, 9/23/2020
- *SHARE:*
 - Survey on the Use of General Material Designation (GMD) in Polaris Records
 - Input for Agenda - Share Bib and Cataloging Standards Committee
 - SHARE Newsletter - September 2020

Grants

- Virtual Learning and Enhancement Grants (ALA)
- Innovative Reading Grant (AASL)
- Inspire Special Event Grant (AASL)
- AASL Research Grant
- Inspire COVID Recovery Grant
- Libraries Transforming Communities

Formal research:

- Continued recruitment for the IHLS Research Panel
- Continued email marketing A/B testing (ongoing)

Trainings events attended by department staff:

- Nonprofit Marketers Network session: *Redefining Digital Media Advocacy: A Joint Presentation by ArchCity Defenders and Close the Workhouse*
- Library Advocacy and Funding Conference
- Association for Rural and Small Libraries 2020 Conference
- University of Missouri—St. Louis: *Website Analytics*
- Pryor Plus: *Dealing with Difficult People*

Networking events attended by department staff:

- Nonprofit Marketers Network board meetings

Vendor Discount

- Gumdrop

Social media insights:

- Facebook: 36 posts in September
 - Awareness: 5,171 total post reach, 144 avg post reach, 5,630 total post impressions
 - Engagement: 305 post engagements, 8 avg post engagements
 - Change: +5, +5 Followers
- Twitter: 14 tweets in September
 - Awareness: 2,412 tweet impressions or 80 impressions per day
 - Engagement: 32 post engagements, .6% post engagement rate
 - Change: +1 follower

BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

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

- Completed coordinating documents and created the final FY2020 Annual Report and submitted on time to the Illinois State library.
- Continued planning and preparing for IHLS Annual Member Day.



Human Resources Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

The Carbondale (Sorter) and Champaign (Sorter & Courier) locations both had new employees start this month. As we continue to maintain social distance, orientations for new hires have been conducted remotely. The new hire process has been handled via digital resources during this time. The department is also working with SHARE managers to recruit for the open Cataloger position.

The Human Resources Department has also been in contact with various training institutions to see if we can offer future trainings for employees on compassion and empathy. An email was sent to all staff regarding Discrimination and Harassment Training that must be completed by December 15th for all employees. Managers must also complete a manager training in addition to the standard employee training to ensure compliance.

A biometric information policy has been created to inform staff of the ways IHLS may utilize biometric data in the future. This policy was reviewed by legal counsel and is in the final stages of approval before implementation. As our day-to-day employee interaction has differed over the last few months, the Human Resources Department continues to search for ways to keep engagement high and communication clear and easily accessible.

Live workshop or online training	Format	# of staff
Dealing with Difficult People	Online	1



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

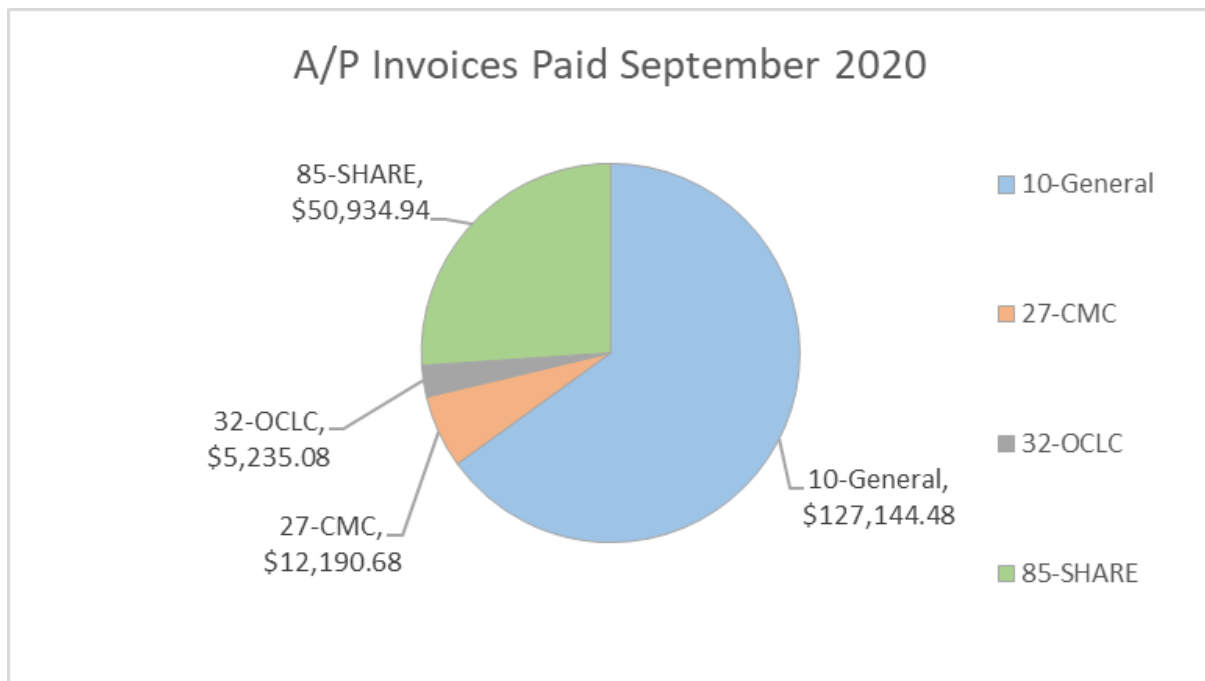
The IHLS annual audit report and the OCLC agreed-upon procedures audit was completed in September. Josh Andres and Jay Gensert from Scheffel Boyle gave an overview to the Finance Committee and to the Board at the September meetings. The Auditor's report reflected an unmodified/clean opinion, which is the best type of opinion that can be given. An unmodified opinion means that the financial statements are presented fairly in all material respects. The audit report was the Finance department's final contribution to the FY2020 IHLS Annual Report.

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-5 meetings.
- Attended an IHLS Member Day meeting.
- Attended the Library Advocacy and Funding Conference.
- Attended a meeting with representatives from OpenGov.
- Attended a meeting with a representative from Paycom.
- Attended a meeting with Greg McCormick from the Illinois State Library.
- Attended an Abila software webinar.
- Attended an IMRF webinar.
- Attended an "AskIT" meeting.
- Attended COVID-19 Response team meetings.
- Prepared and provided Management's Discussion and Analysis (MD&A) for the annual audit.
- Prepared documents for the IHLS Annual Report.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS & SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in September.
- Prepared August 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 144 accounts receivable invoices (OCLC: 13 Monthly and 94 Transactional; SHARE: 2 Monthly, 2 Transitional, 1 Cataloging, 10 Cloud Subscriptions, and 5 Cloud eBook Purchases; General: 1 ILDS Project and 16 Library Law Books).
- Received and posted 339 accounts receivable cash receipts checks totaling \$2,484,304.90 (OCLC: 231, SHARE: 86, and General: 22).

- Received and entered 78 accounts payable invoices.
- Disbursed 84 accounts payable checks totaling \$195,505.18.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Preparations for the Member Day virtual event are ongoing. We are scheduling trainings with our presenters and our IHLS staff that will be monitoring the Zoom rooms. This is going to be an “all hands on deck” for IT and we will all be at the Carbondale office, socially-distant, for Member Day.

OpenGov implementation has started and IT staff have been working with OpenGov staff to make sure they have what they need to communicate with our finance software. This is an exciting platform and we are looking forward to how it can be used for other data in addition to financial data.

The SHARE Polaris software will be upgraded to version 6.6 in October. Preparations are underway, and the training server has already had the upgrade run on it. Everything went well with that.

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 Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Marissa Junior/Senior High School and Meridian Junior/Senior High School are the two newest transitional SHARE members. A visit was made to each of the two school libraries to instruct them on the barcoding process. SHARE catalogers also assisted other transitional libraries, Potomac Public Library and Gillespie High School Library, in barcoding for one day each since there is no grant to help them. An additional visit will be made in the next few months.

With many of the schools back in session, many items have been arriving for cataloging. The Champaign hub cataloging shelves are shown here with a variety of material types.

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.

- Cataloged 621 items for SHARE member libraries.
- Imported 283 \$3 bibs for SHARE member libraries.
- Created 34 on order bib records for SHARE member libraries.
- Cataloged 56 items for new member libraries joining SHARE.
- Merged 224 bibliographic records, cleaned/corrected 3,254 bibliographic records, and cleaned/corrected 3,344 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 the monthly Catalogers Training Session.
- Conducted two online Barcoding I classes for members.
- Referred new library staff to recorded catalogers training sessions for item record training.
- Handled over 272 emails and contacts.
- Reviewed and imported 12 files with a total of 53 bib records for beginning catalogers.

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.

- Created 7 NACO name authority records for improved user access.
- Cataloged 113 items for libraries in Illinois.
- 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.
- Taught an online book cataloging course with 16 students successfully completing the course.
- Worked on a panel presentation with other presenters for an ILA session which will occur in October.
- Began working on the OCLC Member Merge Project which will allow catalogers to merge duplicate OCLC bibliographic records.
- Presented an Online with the CMC session which introduced the Cataloging Maintenance Center staff and what they do.
- Attended a four-week class offered by Library Juice Academy called *Beyond the Basics* which focused on cataloging DVDs, Blu-ray discs and streaming videos.

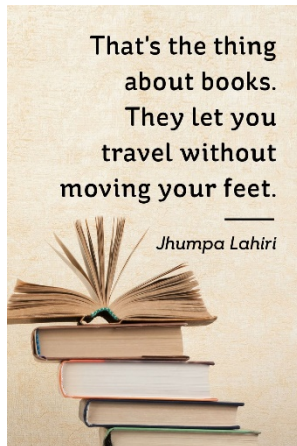




Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



Never more important than during months of a pandemic with restricted physical travel. People are looking for ways to stay safe yet expand their horizons, and libraries offer those opportunities with the added bonus of no additional cost beyond your taxes.

Delivery in September was changed yet again. The quarantine time went from 3 to 5 days, and then to the statewide 7 days of quarantine. The conundrum comes with the translation of what does 7 days of quarantine mean? Stay tuned, this is yet to be resolved. In IHLS, we believe that the seven days of quarantine begins after the last touch. Seven days before the next touch.

IHLS also made the decision to bring all of the tubs (7 days worth) in house. This way, it frees up physical space as well as mental space for libraries. Physical meaning the footprint that the tubs take up and mental referring to the visual and daily reminder that these items are just sitting. That unspoken anxiety that often comes in waves. The anxiety that we know there is nothing we can do about speeding the process up, yet the service oriented drive to give quick service for the patrons weighing on the conscience.

We originally anticipated pulling all the tubs in house, however we have morphed to a hybrid of the two. Many, many libraries reached out to us and offered to keep the seven days in their libraries. Others reached out to us and were thrilled to have the system house the tubs. For those libraries, they are now setting out just one days worth of items. Those items are picked up by the drivers and placed in designated spots in our hubs. The sorters have adjusted to pulling out the tubs for that day to sort. We are in a routine for a bit. It helps the mental state of the employees to not have daily changes.

We will reevaluate, however, what we are doing. We met with our Working Group of libraries. Their input is invaluable. Currently, we are searching for other sources of information regarding the viability of the virus on surfaces. From the articles that we have found, the overall theme is that the transmission of the virus is very low by items. So, at the end of October, we will re-evaluate the 7 day quarantine. While we ALWAYS strive to be a team player statewide, it may be that for our area we may have a different answer, backed by different science. There is a danger in depending on one study only.

Meetings attended:

- 8 Delivery meetings with the managers/coordinators
- 1 Delivery meetings with ALL delivery staff (once a month, the second Wednesday at 2 p.m.)
- 4 Leadership meetings
- 3 Director's Chats
- 2 High Five internal meetings (all staff)
- Enterprise Fleet Management meeting
- Association of Rural and Small Libraries Conference (ARSL)
- ILA Awards meeting
- ILA Nominations meeting
- Facilities/Operations committee meeting
- IHLS Board meeting
- Reaching Forward South (RFS) committee meeting
- Illinois State Library (ISL)/Illinois Heartland Library System (IHLS)/Reaching Across Illinois Library System (RAILS)/Consortia of Academic and Research Libraries in Illinois (CARLI)



Interview with Lincoln Daily News

(Thank you, April Jensen, from Lincoln PL!)

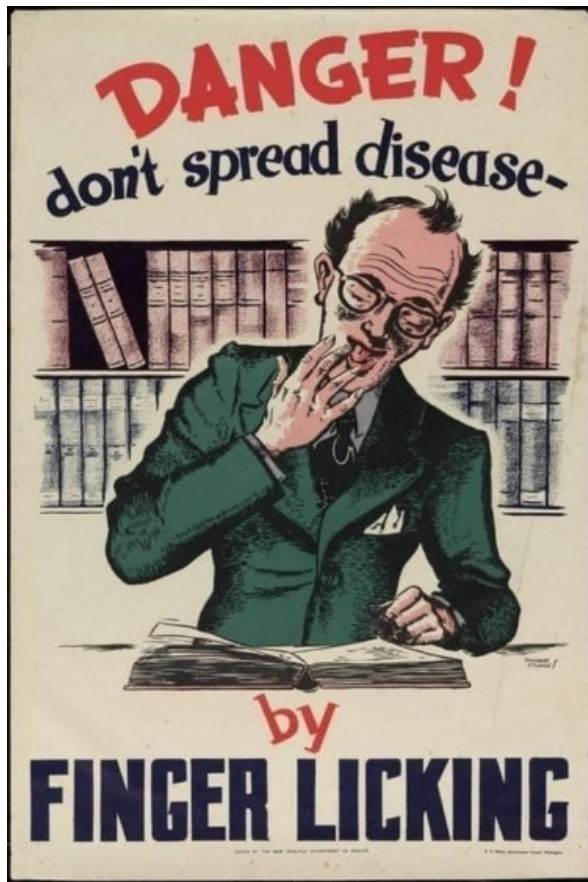
Australia and an author of the *Clinical Infectious Diseases* letter.

“

Even for the flu, which we've studied for decades, we still don't know how much is transmitted by aerosols or by touching contaminated objects.

LINSEY MARR, VIRGINIA TECH

And yes, sometimes the reality is that some things will never be known in our lifetime.



Finger Licking...not good



IHLS Surplus Vehicle Grant
coming soon!!!!



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

September offered some really great continuing education opportunities, including the EveryLibrary Advocacy Conference and the Association of Rural and Small Libraries Conference!

SHARE staff are learning to transition to a digital learning environment, both for teaching and learning!

LLSAP (SHARE) GOAL:

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

- SHARE Finance & Policy Committee met on 9/17.
- SHARE E-Resources Committee met on 9/28, which included a demo on a mobile app.
- Met with RAILS to discuss statewide resource sharing opportunities 9/8 and 9/23.
- Attended a webinar to explore Innovative's new Vega discovery platform on 9/2.
- Zach Henderson, Circulation & Resource Sharing Specialist, taught 8 virtual circulation training sessions in September. The virtual setting for training is going well and the libraries are excited to have this opportunity during these challenging times.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- In September, we added 13 new cloudLibrary participants and 2 previous members that decided to return to the group.
- Sent a survey to members to solicit feedback about retiring the GMD, or general material designation.
- Sent a quote to two potential new members.
- Attended the IHLS Members Matter on 9/14.
- Attended the digital EveryLibrary Advocacy Conference 9/14-9/16.
- Attended the digital Association for Rural and Small Libraries Conference 9/28-10/2.

E-RESOURCES GOAL:

Increase familiarity with and utilization of e-resources.

- CloudLibrary users checked out 35,884 owned titles in September.
- Met with cloudLibrary rep to discuss RBdigital retirement and a potential transfer.
- Met with OverDrive rep to discuss RBdigital retirement and a potential transfer.
- Offered two cloudLibrary demos on 9/8 and 9/10.
- Met with representatives from EBSCO and Gumdrop books to offer discounts to IHLS members.

- Met with representatives from both OverDrive, cloudLibrary, and RBMedia to discuss the next steps in the RBdigital platform retirement process.
- Lesley Zavediuk scheduled a RBdigital user group meeting to discuss the options for next steps.
- Completed a grant to purchase e-books through the Illinois State Library CARES grant.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

While we meet virtually and deal with the quarantining of materials, what is remarkable about the report for September is that it is very normal. The activities reported below are probably not much different than activities reported in September of 2019. That speaks volumes about the flexibility and commitment of IHLS staff and our membership as a whole.

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.

- The generous grant offerings put forth by the Illinois State Library meant working with member libraries as they prepared applications for the September 30th deadline.
- Site visits with member libraries have been held via Zoom, two were conducted during the month with the directors of the Dongola and Melvin libraries.
- The Olmstead Public Library was suspended from system membership in September of 2012. The system has been contacted by a current board member to see what is involved in reestablishing membership.

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.

- September began a string of virtual conferences that included the *Library Advocacy and Fundraising Conference*, as well as the *Association of Rural and Small Libraries Conference*. It is not networking in the traditional sense, but it is connecting with library workers at a national level.
- A Members Matter meeting was held on September 14th. Designed to focus on Operations, this gathering saw 128 registrants.
- Ellen Popit participated in a Rebecca Caudill Young Readers Book Award board meeting on September 19th.
- Anna Yackle continues to work with the Small and Rural Libraries Forum of ILA.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- Member Day planning became more of a priority with each passing week as plans became more detailed.