



Illinois Heartland Library System



OCTOBER 2022

DIRECTOR & STAFF ACTIVITY REPORT



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Director

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.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, LinkedIn, ILA Jobline, Handshake, AMIGOS, RAILS Jobline, CARLI Jobline, and member newsletters. October job openings included: full-time courier driver position in Carbondale and project coordinator.

New hire orientations were conducted in person and via Teams for the following Carbondale employees: project coordinator, full-time courier, and part-time sorter. In-person orientation was given to the delivery & facilities director in Edwardsville.

Live workshop or online training	Format	# of staff
Illinois Library Association Conference	In person	20
Project Management Fundamentals	Fred Pryor	1
Recruiting Toolkit Series	Fred Pryor	1
Creating and Maintaining a Diverse Workforce	Ford Harrison	1
Live workshop or online training Information Technology Department		
Beginner's Guide to Project Management	Pluralsight	1
Go Fundamentals	Pluralsight	1
Go kit 0.12 Fundamentals	Pluralsight	1
Managing Organization Settings for Microsoft 365 Messaging	Pluralsight	1
Writing Testable Code	Pluralsight	1
Maintaining, Monitoring and Troubleshooting Kubernetes	Pluralsight	1
Instrumenting Applications with Metrics for Prometheus	Pluralsight	1
Kubernetes Security: Implementing Supply Chain Security	Pluralsight	1
Using GitOps to Automate Kubernetes Deployments with Flux 2	Pluralsight	1
Apache Commons Text Vulnerability: What You Should Know	Pluralsight	1
Kubernetes Installation and Configuration Fundamentals	Pluralsight	1
Kubernetes for Developers: Deploying Your Code	Pluralsight	1

COVID-19 Compliance, Policy, and Administration

- 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. Human Resources is also making sure appropriate documentation is obtained from employees when leave is needed for COVID-19 reasons.

Increasing Staff Communication Through the Use of the IHLS Intranet

- October 3, Mental Health Awareness trainings for employees to attend October 10 by Ryan Dowd with the Homeless Training Institute.
- October 10, World Mental Health Day resources and training links sent to employees.
- October 24, notification of the upcoming Life Insurance through NCPERS (IMRF Eligible employees only) Webinar
- October 25, sent out a notification to all employees welcoming new team members and sending well wishes to those leaving the organization.

Teamflect Performance Appraisal System Training

We have been working with Teamflect on training, template creation, and how to use the Microsoft Teams application efficiently.

- We created videos to train managers in the following areas: entering goals, setting notifications, creating great goals for their team to achieve during the period of evaluation, and answering questions about usage of the Teamflect system.



Benefits Planning and Implementation for Calendar Year 2023

- Worked with One Digital and CMS Governmental Health Plan to receive benefit quotes based on the current minimum requirements of our existing benefits plan.
 - Completed appropriate reporting and census data to receive accurate quotes.
 - Compiled a benefit proposal to present to the Personnel Committee.

- Completed an in-depth presentation for the Board with the recommendations for the Benefits Plan for 2023 and presented it at the October 25, 2022, Board Meeting.



Support and develop IHLS staff

- LinkedIn Learning accounts finalized for staff learning with a professional and personal development focus. This will help facilitate a culture of learning within IHLS.

Explore Opportunities to enhance human resources knowledge across member libraries.

- Human Resources worked in partnership with the Membership Department to schedule webinars for our member libraries. Webinars will be free for each participant. IHLS staff are also invited to attend. Registration is completed through L2. In addition, a recording of each session will be available for members who could not attend in person or who would like to revisit the online webcast.

1. August 8, 2022 @ 10 a.m., 30 registrations, 13 logins to view recorded version

Resilience in Times of Change

About this session:

Change is an inevitable part of life. Sometimes it hits us unexpectedly and other times it comes as a consequence of a decision we made. Either way, change can be scary if we aren't prepared to be flexible and resilient in the face of it. Especially in the workplace, organizational change can impact individual employee's performance and productivity. Thankfully, based on decades of research, we know that it isn't the change itself, but how we perceive it. And there are specific internal and external resources that can be taught to help individuals not only effectively adapt to change but also thrive through it. Resilient people are optimistic, purposeful, growth-oriented, engaged, and connected. In this webinar, participants will: explore the impact of change on individuals and organizations, define the concept of resilience

and how it's essential to cope with change, and learn the skills necessary to foster resilience and make healthy transitions.



2. September 12, 2022 @10 a.m., 21 registrations, 16 logins to view the recorded version

Digital Distraction: Use Technology, Don't Let it Use You

About this session:

American psychologists have started treating patients for something fairly new, known as "information or social media addiction." Technology has become an intricate part of our daily lives. We have the Internet in the palm of our hands on mobile devices and tablets, in our homes on smart televisions, and at work on computers. Is the Internet interfering with our quality of life? In this session, we will discuss online productivity and how to use social media and modern-day technology to our advantage so that it does not control us. We will learn how to maintain a balance between the real world and the virtual world so that we can perform better at work and be more present with our friends and families.

3. October 10, 2022 @ 10 a.m., 37 registrations, 22 logins to view after the recorded session

Getting Fit at the Office

About this session:

Research shows that sitting at your desk all day can be as harmful to your heart as smoking a pack of cigarettes a day. This session explains the health hazards of being sedentary at work and offers practical tips on how participants can stay physically active at the office. Participants will learn deskside exercises that will keep them moving throughout the day for better overall health.

4. November 14, 2022 @10 a.m.

Getting Back on Track: Turning a Professional Mishap into Growth

About this session:

Whatever sort of misstep you've had, there is a way to recover. Whether you blew it on a big project or misbehaved at the holiday party, we'll discuss ways to regain respect and improve your professional relationships. This seminar will discuss the fallout from a professional misstep and how to parlay any mistakes you've made into professional growth opportunities. We will review numerous strategic ways to recover and improve your career going forward.



Implementation of the Sexual Harassment Prevention Training for Member Libraries

We have rolled out the Gallagher module that we currently use for IHLS staff to our member libraries. This allows our members to receive free training and meet the Illinois state training requirement.

- Worked with Membership team to set up L2 training sessions for member library sign up.
- Rolled out communication to member libraries through newsletters.
- Signed up 89 member libraries for the Gallagher Sexual Harassment Prevention training.
- Provide customer service answering questions, setting up emails, and ensuring that all member libraries receive the necessary information to take the free training provided to them by IHLS.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The Finance department worked with Human Resources in reviewing plan options for the upcoming renewal of health, dental, vision, and life insurance.

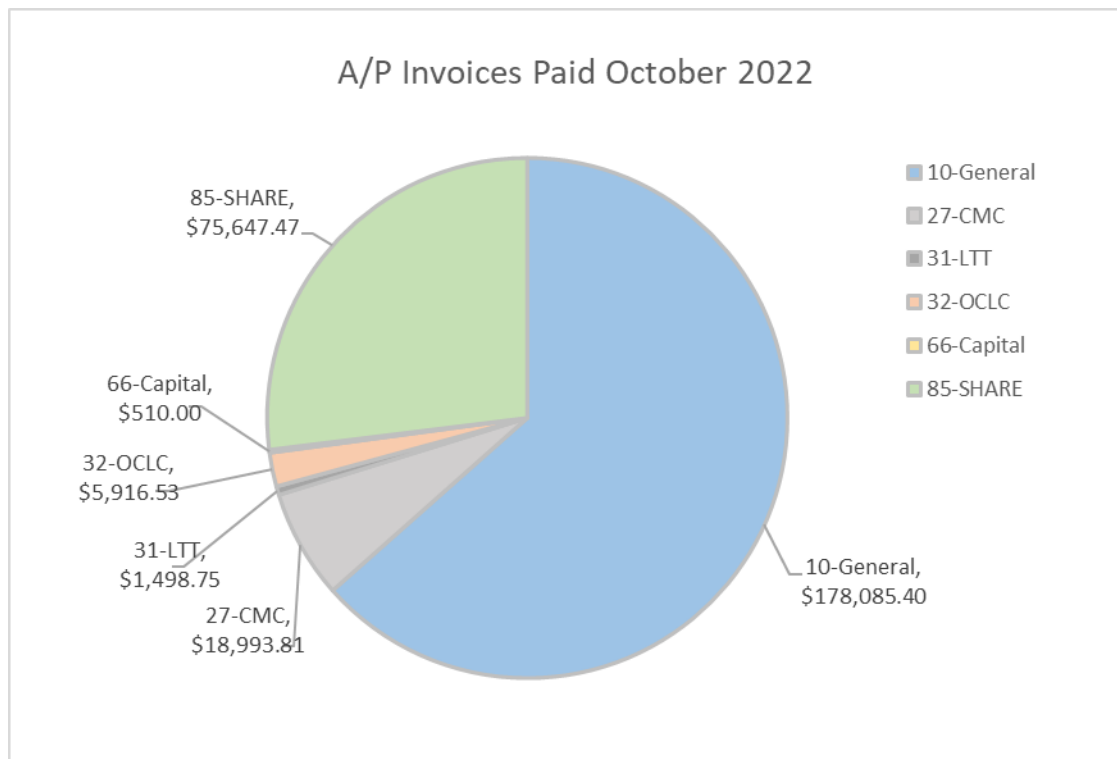
Rhonda Johnisee and Colleen Dettenmeier attended the Illinois Library Association conference. It was a great learning opportunity as we prepare to provide consulting hours to member libraries.

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 a Digital Distraction webinar.
- Attended an ePAY cybersecurity webinar.
- Attended a Prejudice by Ryan Dowd webinar.
- Attended "Getting Fit at the Office" EAP webinar.
- Attended Mental Health Awareness trainings.
- Attended the Illinois Library Association conference.
- Attended a meeting with representatives from OneDigital.
- Attended an Aptean webinar for the Traverse financial software.
- Attended a next steps meeting for the Edwardsville office remodel.
- Attended a next steps meeting for the Automatic Material Handling (AMH).
- Attended an Annual Report review meeting.
- Attended a Member Day planning meeting.
- Attended a Members Matter meeting.
- Attended High Five and staff meetings.
- Attended Marketing Advisory Committee meeting.
- Attended Supervisor and Leadership Team meetings.
- Attended weekly Finance Department meetings.
- Attended the public bid opening for the Request for Proposals for the Edwardsville roof replacement and tuckpointing.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared travel packets for upcoming conferences.
- Prepared and processed two payrolls in October.

- Prepared September 2022 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 251 accounts receivable invoices (OCLC: 6 monthly member fees, 8 quarterly member fees, and 98 transactional fees; SHARE: 3 monthly member fees, 2 transitional member fees, 31 quarterly member fees, 93 quarterly barcoding and cataloging, 2 cloudLibrary subscriptions, and 7 cloudLibrary eBook purchases; General: 1 ILDS).
- Received and posted 232 accounts receivable cash receipts checks totaling \$1,926,495.42 (OCLC: 108, SHARE: 114, and General: 10).
- Received and entered 103 accounts payable invoices.
- Disbursed 86 accounts payable checks totaling \$280,651.96.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Leading up to IHLS Member Day is one of the busiest times of the year for IT. Having a virtual event is amazing, but there is a lot more work involved before the event. Only a portion of that work lands on IT, but it's "all-hands-on-deck". Choosing the right platform and balancing the cost of the event is a major concern for us, and the platform we used last year, PheedLoop, seems to be the best choice for this year as well.

The Member Day event comes down to supporting the team that is running the event (speakers, exhibitors, IHLS staff supporting sessions) and also supporting the attendees and making sure they have a positive experience. John Knirr is taking the lead on support for the backend of PheedLoop and making sure our speakers are successful in their sessions, and they have everything they need for a successful presentation.

Meanwhile, I'll be primary support for the attendees on Member Day. We will have more than 300 people logging into our event. Zach Henderson and I will be monitoring a special chat box for attendees having technical issues.

The rest of the team will be ready to handle everything else that might come up throughout the day. It's impossible to predict everything that might happen, so having extra people available to pick up all the unexpected is very reassuring.

I commend the entire team of people planning Member Day this year. It is a tremendous amount of work. Scheduling our time between all the conferences this time of the year is very demanding. I am proud to be a part of the IHLS team!

IT GOALS:

Provide the IT support necessary for IHLS and SHARE to function efficiently.

- Soft launch of website is the next milestone. Should be completed in the next few weeks.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Jennifer Baugh, SHARE Bibliographic Services Manager & Pam Thomas, Bibliographic Grant Manager

October started the conference season for SHARE Cataloging and CMC staff. Many of us attended the Illinois Library Association Annual Conference held in Rosemont, helped staff the CMC and IHLS booths, and CMC staff presented "Exposing the Heart of Your Library Collections with the Cataloging Maintenance Center." The staff that attended ILA had a wonderful time and loved getting the chance to network with staff from other hubs and with library staff from throughout Illinois.

In addition to our regular day-to-day duties, staff members from both SHARE Cataloging and the CMC hit the road to visit member libraries participating in the IHLS Library Crawl. Staff visited 24 libraries and had a great time seeing the libraries, meeting the staff, and spending time with each other as we traveled.

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 424 items for SHARE member libraries.
- Imported 523 \$3 bibs for SHARE member libraries.
- Merged 38 bibliographic records, cleaned/corrected 1,356 bibliographic records, and cleaned/corrected 13 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.

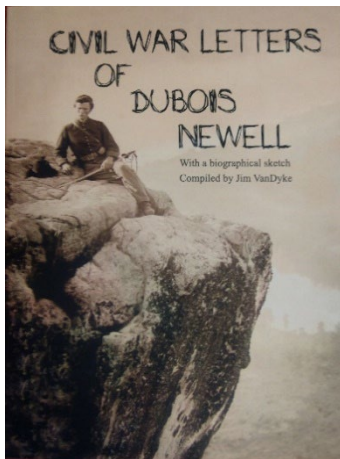
- Handled over 205 emails and contacts.
- Reviewed and imported 33 files containing 162 bib records for catalogers-in-training at 8 libraries.
- Provided Barcoding I and II training via zoom. Barcoding I had 3 participants and Barcoding II had 5 participants.
- Presented the Cataloger's Training Session with 48 live attendees.
- Hosted the first SHARE Your Cataloging Questions with 14 live attendees.

CATALOGING MAINTENANCE CENTER (CMC) GOALS:

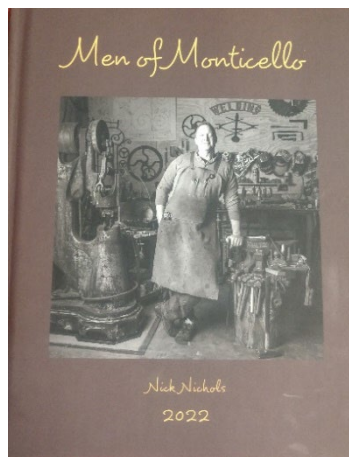
Provide cataloging and bibliographic services for libraries in the Reaching Across Illinois Library System (RAILS) and IHLS service areas to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

- Cataloged 62 items (including 34 originally cataloged and 28 records enhanced) and created four name authority and two title records.
- The PrairieCat database cleanup project continues, where 467 bibliographic records were enhanced or merged.
- The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues, with a total of 380 dedupes (merges), 84 deletes, and 151 edits.
- Handled 18 contacts, not including contacts made at the Illinois Library Association (ILA) Annual Conference.
- 81 bibliographic records were merged (all for the OCLC Member Merge project).
- World language bibliographic records for this month were in Arabic, French, German, Hebrew, Papuan, Portuguese, Spanish, Thai, Tibetan, and Yiddish.
- Presented Online with the CMC: Getting to Know You: Special Collections in Your Library with 35 live attendees.
- Presented Title Reduction Project at CARLI's Q&A with 86 live attendees.
- Presented Exposing the Heart of Your Library Collections with the Cataloging Maintenance Center with 41 attendees at the ILA annual conference. CMC staff attended the conference and staff the CMC booth.
- One oral history transcription sent to Poplar Creek Library.

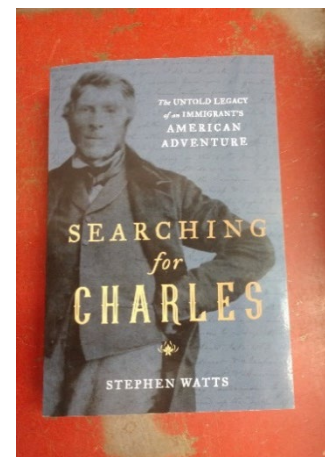
Below are some of the items cataloged by the CMC staff during the month of October:



Civil War letters of Dubois Newell (local history, Allerton Public Library)



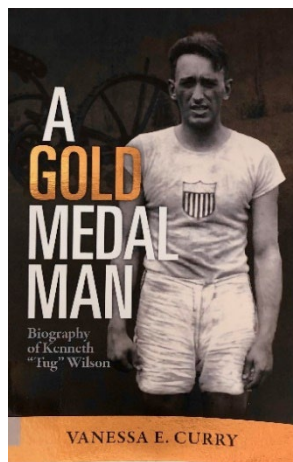
Men of Monticello (local history, Allerton Public Library)



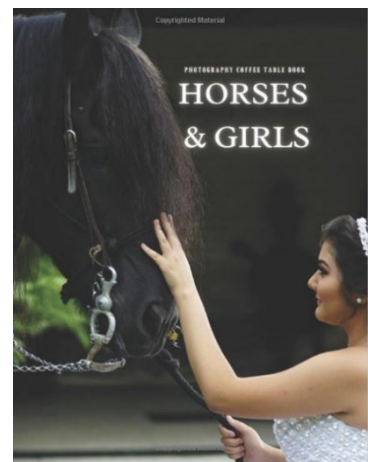
Searching for Charles (local history, Marshall Public Library)



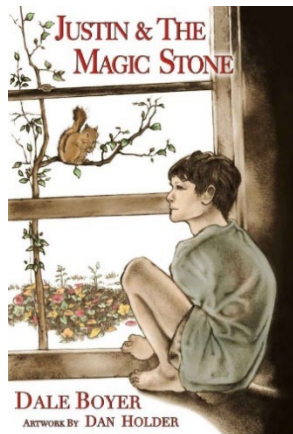
Vintage car (special collection, Effingham Public Library)



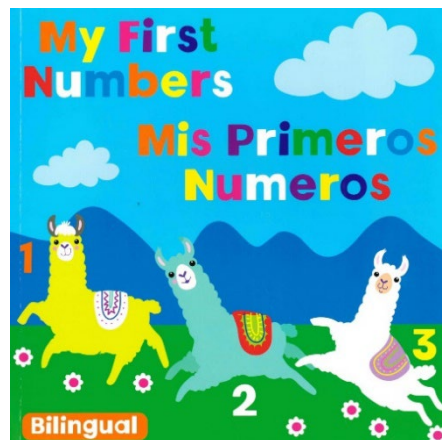
A gold medal man (local author, Marshall Public Library)



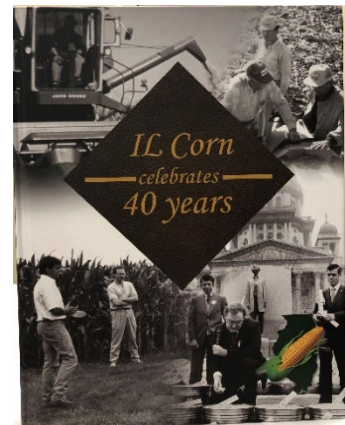
Horses and girls (special collection, Effingham Public Library)



Justin & the magic stone (local author, Blackburn College)



My first numbers (special collection, Effingham Public Library)



Forty years of Illinois corn history (local history, Danville Public Library)



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Jonathan Becker, Facilities & Delivery Director

I appreciate the opportunity to be part of the IHLS team and received a great deal of support and welcome as I start as Facilities and Delivery Director. My initial time has been spent meeting the staff and I have scheduled myself to spend time at each location doing sorting and delivery operations. This will allow me to train on our process, observe, and analyze the operation for efficiencies.

FACILITIES: Provide a Safe Working Environment:

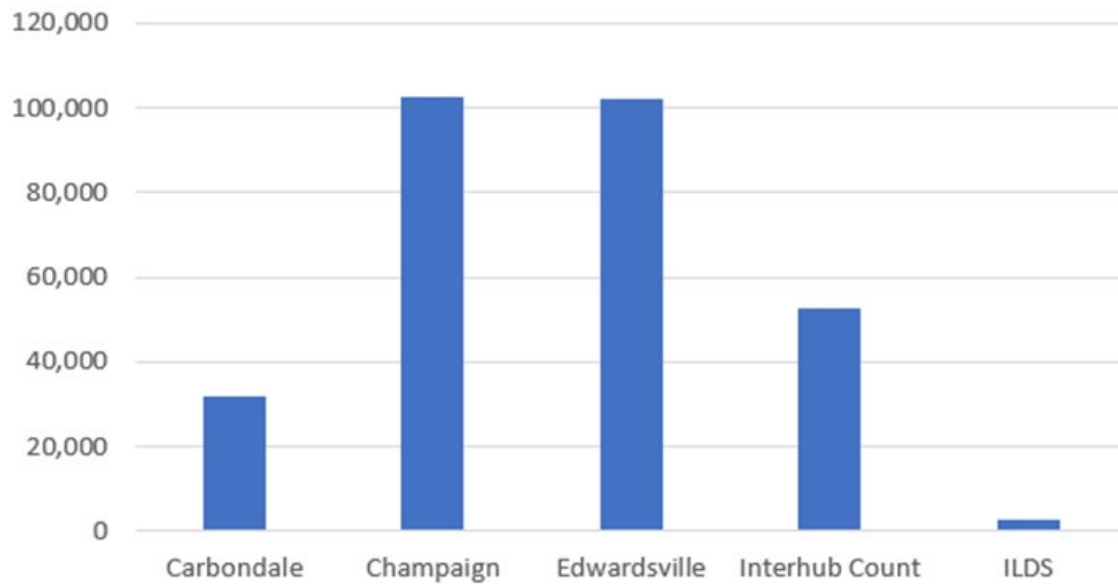
- Review current working processes: I am reviewing all safety, facility contracts, and schedule of facility projects.
- worriesContinue to maintain infrastructure of facilities: We are still waiting on the permit from the City of Champaign for the CARLI project. The Champaign Roof leak seems to be fixed. The contractor for the Edwardsville roof replacement has been selected and the company CCR has been contracted. IHLS has signed the contract for the roof replacement along with the addendum for the options listed in the RFP (Request for Proposal) and the additional charge for the required certified payroll as part of the Prevailing Wage Act.

DELIVERY GOALS:

Provide efficient provision of delivery services designed to support resource sharing among IHLS members. Provide accurate information and educational tools to support delivery. Provide accurate member library delivery data in L2.

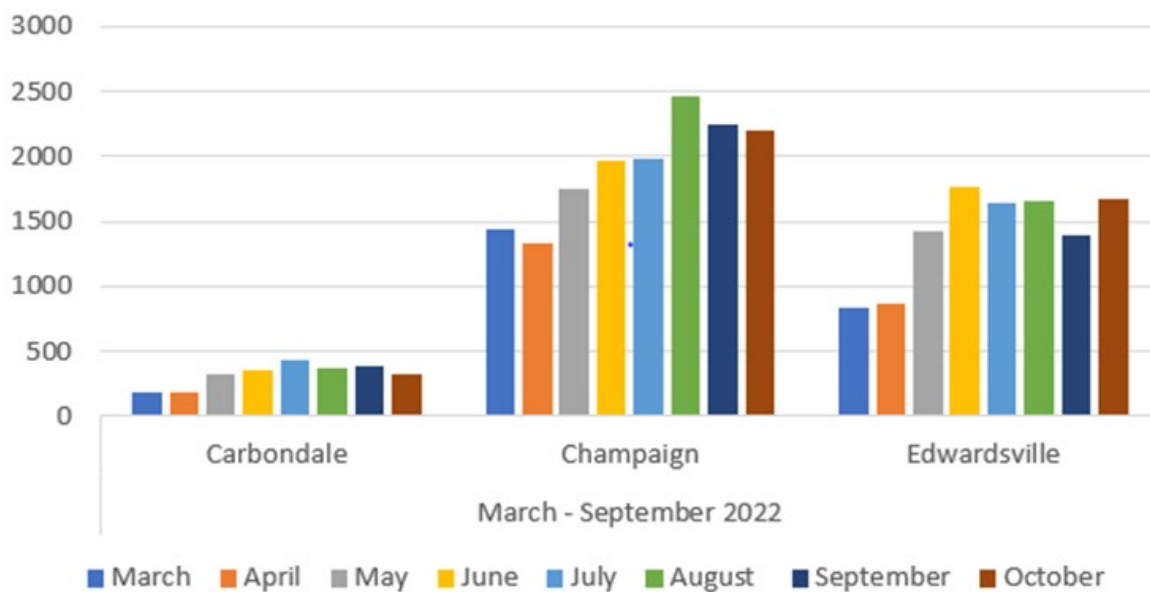
- Vehicle Fleet Updates: The Edwardsville box truck is still in the shop, and we are investigating the status. Currently we are reviewing the schedule of van replacement.
- Staff Updates: Carbondale hired a new ILDS driver. One driver has left the Champaign office.
- Staff Training: I am reviewing all staff training and working with HR to address risk and safety needs.
- Delivery Outcomes: As compared to past months, Edwardsville and Carbondale hubs are slightly up for incoming items, and the Champaign hub is slightly down but consistent. ILDS (Illinois Library Delivery Service) materials are down compared to the previous three months by 800 items. Since the April campaign for Delivery on the Go (DOGS), Carbondale is slightly down, Champaign has stayed consistent after an increase in May, and Edwardsville increased from September.

Item Count For October 2022



Since the April campaign for Delivery on the Go (DOGS), Carbondale is slightly down, Champaign has stayed consistent after an increase in May, and Edwardsville increased from September.

Delivery On the Go Service March - October 2022



SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In October, the leaves are turning and there's a crisp reminder of a new season...conference season! SHARE staff were gearing up to meet with members via site visits, library crawl participation, or by attending the ILA annual conference. Our team at each hub was also working harder than normal to keep the consortium running while so many people were representing SHARE outside of our office walls, and doing a great job, as always. This year, the ILA conference theme was "At the Heart of It," which was so meaningful, because the beating heart of SHARE is our staff, these exceptional professionals that work so hard for our members.



L to R: Anna Wiegand, Cataloger; Linda Johnson, Cataloger; Dena Porter, SHARE Administrative Services Manager; Cassandra Thompson, SHARE Director; Jace Cook, SHARE Administrative Assistant



Ashley Stewart, Library Director, Caseyville Public Library, Library Crawl 2022

SHARE GOAL:

Provide an innovative resource discovery, sharing, and automation group.

- Attended weekly leadership team meetings to discuss future initiatives and current challenges affecting the organization.
- SHARE Administrative Services Manager Dena Porter learned more about Polaris 7.3.
- SHARE Executive Council seated three new members and discussed proposed SHARE initiatives, like a discovery layer and an upcoming members' group meeting, in order to provide top of the line technology and support member participation.
- SHARE Director Cassandra Thompson and IT Director Troy Brown met with a vendor to discuss a possible third-party solution to notifications in order to keep abreast of new technologies that we might bring to members.
- SHARE Circulation Specialist Zach Henderson prepared a Basic and Advanced Circulation Training for all of the new SHARE staff, so that even though they might not use those workflows regularly, they are familiar with them.
- SHARE Managers met with our team members to discuss the new Teamflect software and evaluation process in order to build communication with the team and utilize the operational plan when setting quarterly goals.
- SHARE Bibliographic & Cataloging Standards Committee met to discuss some areas of concern, like barcoder refresher training, international DVDs, and author versus adaptor in graphic novels. These changes promote better data integrity and accessibility within SHARE.
- There were 11 SHARE and CMC staff members that attended (or presented) at the 2022 ILA Conference in Rosemont, IL, representing our departments and networking with

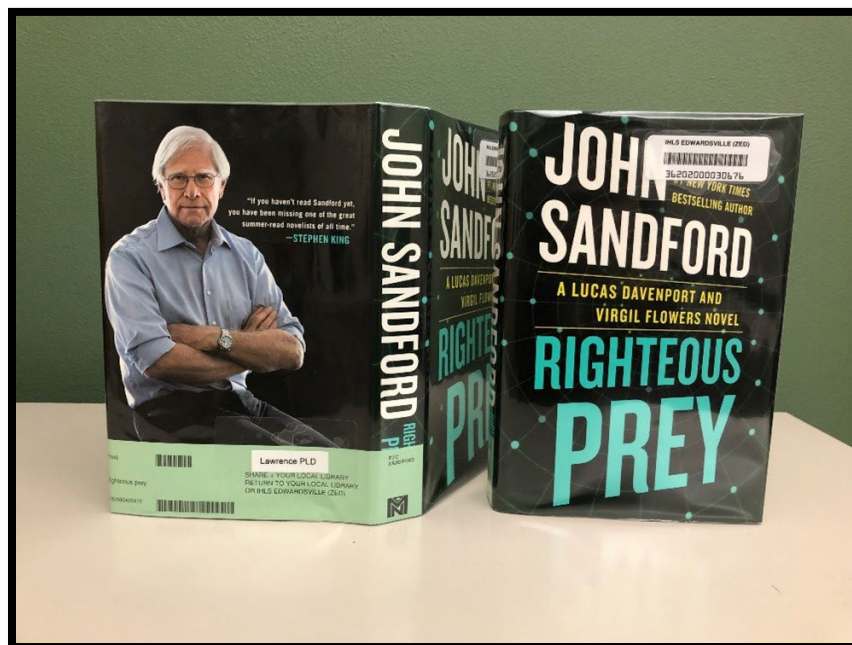
members. This was a great opportunity to gain more insight into issues affecting members and spot trends in librarianship.

- Multiple SHARE staff members also participated in the 2022 IHLS Annual Meeting in Carbondale, enjoying two excellent presentations and the opportunity to network with members.
- This year, SHARE and CMC teams participated in the library crawl, visiting over 20 libraries, chatting with member library staff, and taking some new SHARE swag out to our colleagues.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Provided a SHARE update at the Third Thursday networking event to keep members informed about upcoming projects.
- Sent a newsletter to members providing updates about current issues affecting SHARE, including compatibility concerns with Windows 11 and support for unclaimed holds.
- Met with a new director in October, to help provide SHARE resources and emphasize our commitment to supporting our members.
- SHARE Director Cassandra Thompson and SHARE Bibliographic Services Manager Jennifer Baugh met with a school librarian to discuss potential SHARE membership.
- SHARE Circulation Specialist Zach Henderson taught 6 circulation trainings to 10 participants in October.
- Provided members with readers advisory support, promoting the top requested SHARE titles in October.
- Readvertised the McNaughton Book Leasing for SHARE program.





ILLINET INTERLIBRARY LOAN GOAL:

Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).

- Sent SHARE members a reminder that members should accept items from standalone library patrons to return via IHLS delivery.

E-RESOURCES GOAL:

Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- cloudLibrary users checked out 28,788 owned titles and 1,824 audiobook pay-per-use titles in October. We now have 54,539 owned items in our shared collection, and 94,361 additional audiobook titles available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our digital collection.



HISPANIC

HERITAGE MONTH





SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY



cloudLibrary™
by bibliotheca





Membership & Grants Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

The Membership staff took full advantage of a beautiful month and did a number of site visits. Pre-COVID-19, our practice was to visit with a new public library director within a few months of their start date. We've built that list of new and "newish" directors and are thrilled to have the opportunity to visit them and their libraries. The very specific information and the local vibe a staff member gains while doing these visits has unmatched value and goes far to cement the relationship between the system and our members.

MEMBERSHIP SERVICES 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.

- Site Visits were done at the following libraries:
 - October 4 – Anna Yackle visited the Dongola Public Library District.
 - October 4 – Anna Yackle visited the Stinson Memorial Public Library in Anna.
 - October 4 – Anna Yackle visited the Metropolis Public Library.
 - October 5 – Leah Gregory visited Mulberry Grove CUSD #1 to explore system membership.
 - October 7 – Ellen Popit visited the East St. Louis Learning Resource Center.
 - October 7 – Ellen Popit visited the Germantown Public Library.
 - October 7 – Ellen Popit visited the New Baden Public Library.
 - October 7 – Anna Yackle visited the Norris City Public Library.
 - October 7 – Anna Yackle visited the DuQuoin Public Library.
 - October 7 – Anna Yackle visited the Sallie Logan Public Library in Murphysboro.
 - October 28 – Leah Gregory visited Alton High School.
 - October 28 – Leah Gregory visited O'Fallon CCSD #90.
 - October 28 – Anna Yackle visited the public libraries in Salem, Kinmundy, Newton, and Robinson as part of the library crawl.
 - October 28 – Ellen Popit visited the public libraries in Carrier Mills, Harrisburg, Rosiclare, Golconda, and Anna as part of the library crawl.

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.

- Ellen Popit participated in the Illinois Library Association's Public Policy Committee meeting on October 3.

- Leah Gregory and Ellen Popit participated in the Association of Illinois Library Educators (AISLE) working group on October 4.
- Many system staff members attended the first in-person conference since 2019 for the Illinois Library Association from November 18-20. The content was of high quality, but the ability to network was the high point of the event.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by Illinois State Library (ISL) directive.

- As another of the Employee Assistance Programs being offered to staff and members, “Getting Fit at the Office” was presented on October 10.
- Leah Gregory and Anna Yackle developed and presented information on grant resources and grant writing at the Annual Meeting on October 25.
- Directors Chats were held on October 6, 13, and 27.
- The Members Matter session offered virtually on October 20, focused on the exploration work that the system has done regarding an Automatic Materials Handling System (AMH) and how the work will move forward. That meeting was viewed live by 40 people and has been viewed an additional 42 times at:
<https://www.youtube.com/watch?v=6FYOR53-R-Q>
- A project director for the Trustee Training Grant started with the Illinois Heartland Library System on October 31.