



DIRECTOR & STAFF ACTIVITY REPORT

OCTOBER 2017

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.

EXECUTIVE DIRECTORS REPORT

Submitted by Leslie Bednar, Executive Director

Autumn is my favorite time of the year, as cooler crisp days bring so many opportunities to interact with our members where they are, and to work with our staff as we continue to refine customer service standards for our members. It is also a wonderful time to reflect on the last year of achievements and look forward to another year innovative member service.

A previous manager once said meetings are our work. I prefer to see them as part of our internal communications, and team building. In the last month, the Admin and Supervisors teams: considered plans for spring 2018 cross-departmental system-wide training; reviewed conference goals and objectives; shared best practice for informal photo storage; evaluated several new job descriptions, and discussed Employee Code changes.

IHLS very happily sponsored two activities at the 2017 Illinois Library Association (ILA) conference and the Friday evening speaker at the Illinois School Library Media Association (ISLMA) conference. I also attended the IHLS MembersMatter session October 3 and represented IHLS (along with Susan Palmer) at the 2017 Missouri Library Association conference October 5.

A large focus for the month was preparing for additional staff by developing descriptions for new IHLS positions, and promoting existing openings. We cast a broad net in sharing news regarding the SHARE Director position opening in hopes of drawing a wide variety of skilled and exceptional candidates to lead the SHARE organization forward. Along with my colleagues, I drafted position descriptions for: Grants Specialist (part-time), Human Resources Generalist, IT Specialist and Membership Coordinator.

ADMINISTRATIVE STAFF ACTIVITIES

COMMUNICATIONS

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



- The new IHLS backdrop and promo piece were finalized, ordered, received, and used at the ILA and ISLMA conferences.
- Created and ordered business cards for the IHLS Executive Board.
- A Members Matter meeting was held in person and also via VTEL and Zoom.
- Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook.
- Ten (10) grant/award opportunities

were added to the Grants page on the IHLS website and shared through the IHLS newsletter.

- The IHLS newsletter, IHLS Member Connection, sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

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 in L2
- Create and prepare board networking event invitationsDestroyed closed minute recordings approved by boardCreated marketing materials center for conference and advocacy events



HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Adrienne Elam, CFO

Live workshop or online training	Format	# of staff
A Positive Approach to Speaking	Online	1
Creative Commons Workshop	Online	1
Grammar Guide: Colons & Semicolons	Online	1
Outlook 2013 Part 1: Create a Recurring Meeting Request	Online	1
Outlook 2013 Part 1: Create and Apply an Email Signature	Online	1
Outlook 2013 Part 1: Customize the Background and Theme of the Outlook Interface	Online	1
Outlook 2013 Part 1: Enhance an Email Message with SmartArt and Themes	Online	1
Outlook 2013 Part 1: Organize Messages Using Folders	Online	1
Save and Convert PDF in Microsoft Word 2016	Online	1
Sending Documents from Excel in Microsoft Excel 2016	Online	1
Understanding Employment Discrimination for Employees	Online	1
Wage & Hour Basics: CA Managers & Supervisors	Online	1
What's New in Office 2013 and Windows 8: Edit a PDF	Online	1
Working With Word 2016: Edit a PDF (Part 2 of 2)	Online	1
To-Do List Tool: Paired Comparison	Online	1
Business Attire Basics for Women: Casual Attire	Online	1
Designing Marketing Communications	Online	1

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.

- Orientated and processed three new employees.
- Processed out two terminated employees.

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Projects in IT currently include many diverse projects. The nature of IT is to bounce around from project to project as needed. This month included a lot of future planning. Since this is the first year in several years that funding is restored, projects that were put on hold are now ready to move forward on. Quote were collected for new laptops that are lighter and more powerful than the ones they are replacing were received from Dell. These laptops will be our new standard for staff, and the response from staff has been very positive.

The SHARE servers are due to be updated. Our hardware is now 5 years old and while everything is still under warranty and maintenance, we need to look to upgrades while we have the time to think it through. Any major expense from the SHARE reserves will be approved by the SHARE finance committee before reserves are used.

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.

- Surplus inventory to catalog and make ready for sale
- Continued clean up and polish of iPad delivery app for operations staff
- Wal-Mart Grant purchases for libraries
- Laptop replacements for staff with laptops 5 years old
- Prepare for SHARE server upgrade project
- Plan for future software upgrades to SHARE servers and the possibility of MS Server 2016.
- Install additional network lines in break rooms for telephones and paging, in case of emergency.
- Interview and hire an IT specialist
- Update all security certificates on secure servers with a new 5 year certificate from Comodo.



Surplus Electronic Items

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Membership and Grants Director

The Members Matter Meeting on October 3rd was hosted by the Illinois State Library with approximately 45 people attending either in person or via Zoom. Ellen Popit attended the Metro-East Library Managers Meeting on October 26th and conducted a site visit at the Clifton Public Library on October 27th to meet the new director.



October Members Matter Luncheon

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.

- IHLS staff attended three Illinois conferences in October
 - The Illinois Library Association Conference (October 10-12)
 - The Illinois School Library Media Association Conference (October 19-21)
 - The Health Sciences Librarians of Illinois Conference (October 27)



Ellen & Sandy ISLMA



Clifton Public Library

SHARE REPORT & STAFF ACTIVITIES

Submitted by Joan Bauer, Interim SHARE Co-Director

October – the month of state conferences. SHARE staff attended Illinois Library Association conference and enjoyed playing Jenga! Shopping the many booths was a highlight of the Illinois School Media Library Association's conference. Seriously, attending sessions on pertinent topics is always a plus for anyone. Attending sessions on topics not related to your job duties is also a benefit to stay in touch with current trends or learn something truly new. Both conferences offer that to SHARE staff, but catalogers especially. Learning the many different benefits of STEM (Science, Technology, Engineering and Math) and how school libraries can play a part is encouraging, and I hope to share with many of the new school librarians/aides in the SHARE consortium. While listening to how a large library handles weeding has given Shelley Stone a quest to see how the small libraries in SHARE might be able to benefit from the discards. Working at the IHLS booth allows for meeting and interacting with member librarians, and putting faces to those names we help through email or help tickets. Thank you for allowing us to attend.

A conference just for catalogers – yes, OLAC-- ONLINE AUDIOVISUAL CATALOGERS, INC. Two Cataloging Maintenance Center catalogers attended this conference in October and shared the resources and knowledge gained with other SHARE catalogers. Current trends – what is the status of BibFrame, the reported placement for MARC (Machine Readable Cataloging)? According to Cheri Schuler-Faust, not as far along in America as many hoped it would be by this time. It is used in Europe more. What are the new fields used in RDA (Resource Description and Access, the new guidelines catalogers use)? Vince Andrzejewski explained new tags some catalogers are using to further describe items. Not exciting to you? Well, SHARE Bibliographic Services staff shared what IHLS would be without catalogers at the October staff meeting. Not that anyone was recruited to join the elite team, but providing food for thought and an explanation of the magic of cataloging was well received.

World without catalogers

No sharing of books, no OCLC, no Interlibrary loan – no libraries as we know it!



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 676 items for SHARE member libraries.
- Staff imported 206 \$3 bibs for SHARE member libraries.
- Staff created 98 on order bibs for SHARE member libraries
- Staff cataloged 331 items for new member libraries joining SHARE.
- Staff merged 309 bibliographic records, clean up/corrected 3508 bibliographic records, and corrected/cleanup 17 item records.

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 3 cataloging related classes, provided an inservice class, and hosted one Cataloger's Training Session. Staff handled over 171 emails and contacts, most asking for clarification or additional information for cataloging certain items. Staff also reviewed and imported 258 items for beginning catalogers.



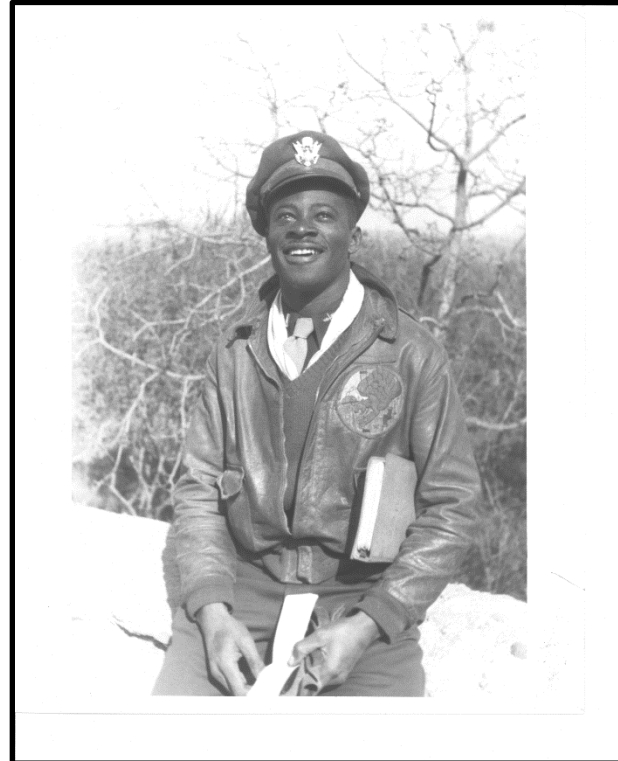
CATALOGING MAINTENANCE CENTER (CMC)

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.

- Presented RDA Copy Cataloging.
- Staff continue editing transcriptions for scrapbooks for the Lombard College.
- CMC staff cataloged 129 items for libraries in Illinois.
- CMC staff created 9 NACO name authority records for improved user access.
- Other activities – Researched the Tuskegee Airmen collection (William R. Thompson) on the IHLS Contentdm website; trying to track down the location of the scanned images for a curator at the Miramar Cultural Center in Florida.

**Tuskegee Airman,
part of the William R. Thompson collection**

(<http://cdm16131.contentdm.oclc.org/cdm/landingpage/collection/p114401coll5>)



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 added to OCLC.

LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<i>Oct - 16</i>	856,619	171,240	56,668	881,243	9,309,983	1,845,810	814,219
<i>Nov - 16</i>	819,181	164,705	52,150	801,306	9,321,947	1,848,249	814,357
<i>Dec - 16</i>	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
<i>Jan - 17</i>	862,751	186,851	52,758	897,795	9,330,945	1,849,837	816,146
<i>Feb - 17</i>	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
<i>Mar - 17</i>	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
<i>Apr - 17</i>	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
<i>May - 17</i>	686,822	152,452	55,730	767,561	9,343,291	1,849,368	809,673
<i>June - 17</i>	774,872	157,431	78,136	713,745	9,354,324	1,848,287	812,667
<i>July - 17</i>	720,641	153,978	60,811	714,687	9,355,933	1,847,100	814,428
<i>Aug - 17</i>	767,106	169,260	55,240	736,681	9,373,712	1,848,210	820,872
<i>Sept - 17</i>	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047
<i>Oct - 17</i>	865,650	147,426	53,008	696,422	9,401,001	1,849,376	811,211

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- Started West Union Library in Polaris
- Ramsey Public Library went live and started circulating in Polaris.
- Tri-Township Public Library is now using Outreach in Polaris to help provide services to their homebound patrons.

Ramsey Public Library staff on Go Live day!



ILLNET INTERLIBRARY LOAN

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

- All ILL statistics went sent out to members of SHARE.

CONTINUING EDUCATION

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

- Provided SHARE Basic and Advanced Circulation training in Champaign, as well as three cataloging classes in Marion/Benton area.

OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

October was a conference extravaganza. I attended the Members Matter meeting at the Illinois State Library on October 3. Then on Thursday, October 5, I presented at the Missouri Library Conference in St. Louis, with Stephen Strohl, the Assistant Director of Mobius. Mobius is a member funded consortia in Missouri, that has both academic members as well as a couple of public libraries. They provide delivery for their members which span several states. We spoke about not only how delivery is funded in Missouri and Illinois, but also what delivery looks like in each state. There is much to be learned from collaborating with neighboring states.

The next week, I was fortunate to attend Illinois Library Association (ILA) conference in Tinley Park, Illinois. Many networking opportunities were available as well as attending sessions ranging from successful maker spaces to being a part of the ILA newly formed marketing forum. IHLS members, who are members of ILA, will be able to take part in the marketing forum where brochures, ideas and marketing plans will be shared.

Then came the Illinois School Library Media Association (ISLMA) conference. At that conference, the name of the organization was changed to Association of Illinois School Library Educators (AISLE). It was great to speak with not just our own IHLS school librarians, but with those in RAILS as well. Loads of ideas were generated as to what school librarians are looking for and how the system can partner with them.

Lastly, Ellen Popit and myself attended the Health and Sciences Librarian Conference in Bloomington. While a bit smaller of a conference, numbers really don't measure impact. Ellen and I were able to speak about IHLS and how we help the Academic and Special Libraries. We also shared information about the Talking Book program.

I cannot begin to share how powerful the IHLS story is. And how many times I heard about the impact IHLS is making on the patron. From being part of the largest consortia in North America making borrowing/lending so easy to having access to more delivery...functional 5 day a week delivery or SMART (Shared Materials Are Received Timely) to how responsive IHLS is in supporting its members. I realize this sounds like a commercial for IHLS, but honestly, it feels good to be a partner with such an institutional legacy as libraries.

Operation managers are busy doing the annual update in Library Learning (L2), making sure that all the delivery information is accurate. They are still on track to completing a driver training manual by January 2018. The managers have now shared the draft with the drivers to make sure that what they have done is accurate. The managers have also been working back and forth with Brant Wingerter in getting some needed data reports to be pulled from the iPads. All in all, October was a very successful month.



At left Susan Palmer pictured with Secretary of State Jesse White at ILA and below with Miranda Shake (Lakeview College of Nursing) at the Health and Sciences Librarian Conference



DELIVERY

Goals:

Efficient provision of delivery services designed to support resource sharing among IHLS members.

- Champaign hub has been using 7 routes now instead of 8 which allows more efficient use of the vans and drivers.

Provision of accurate information and educational tools to support delivery.

- Hub to hub newsletter was shared among the delivery staff, ensuring accurate data about IHLS is being shared.

Accurate member library delivery data in L2 (Library Learning)

- Delivery Managers have completed the yearly L2 update regarding route information, days of service and Community Delivery Partnerships (CDPs).

October 2017	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	32181	16573	681
Champaign	109641	28440	1541
Edwardsville	121157	31600	2303

July 2017 - August 2017 Items Incoming

