

## JANUARY 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.

### EXECUTIVE DIRECTOR'S REPORT

We are just past the halfway mark of the fiscal year and how exciting it is to note the progress we have made on some highlighted projects:

#### ***Personnel***

We welcome several new staff to our organization thanks to a return to level funding in FY2018. In January, Cassandra Thompson (SHARE Director) joins fellow new colleagues Zach Henderson (IT Specialist) and Don Pippin (Cataloger). Interviews concluded in January for the Human Resources Generalist and Accounting Assistant, and we are thrilled to welcome Dominique Granger and Cheryl Noll, respectively. We expect to interview Membership Coordinator candidates in the next few weeks. It is gratifying to now provide even better levels of service to our members and to our staff!

#### ***Cataloging Maintenance Center***

Last fall IHLS and RAILS (Reaching Across Illinois Library System) asked our members to participate in identical surveys regarding the Cataloging Maintenance Center (CMC). The CMC grant is supported by the Illinois State Library to improve information access and increase resource sharing *statewide*. The CMC:

- insures unique library materials are discoverable;
- assists Illinois library consortia with database cleanup; and
- provides cataloging training to library staff.

In all, approximately 34% of IHLS and 19% of RAILS member libraries participated in the survey. At first blush the survey responders:

- overwhelmingly from library consortium (i.e. SHARE, MAGIC, RSA)
- have cataloging expertise on staff
- utilize OCLC for cataloging
- would like help cataloging local history and archival materials, as well as original cataloging in general

The paucity of responses, particularly from RAILS member libraries, may indicate a lack of awareness of CMC services. We can also draw the conclusion that additional cataloging training statewide would be quite useful. Looking forward the survey analysis can guide the development of the FY2019 CMC grant application, and it is worth considering adding the following to the application:

- provision of additional copy and original cataloging classes—possibly presenting online modules
- further analysis of cataloging needs statewide: this would go beyond our initial survey and can include focus groups, site visits, etc.

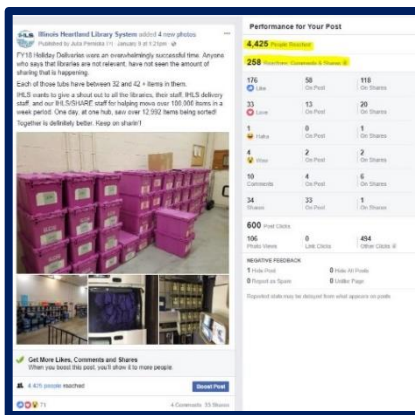
# ADMINISTRATIVE STAFF ACTIVITIES

## COMMUNICATIONS

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

- There has been a slow but steady increase in the number of people that 'like' the [IHLS Facebook page](#).

January 2016	January 2017	January 2018
567	626	761



A concentrated effort has been made to increase the organic reach of IHLS Facebook posts. After the holidays, a post showing the volume in Delivery **reached 4,425 people** and was **shared 33 times**. Libraries sharing the post on their page had wonderful comments, including:

- *"This short article and photos show the volume of items which Illinois Heartland Library System organizes and delivers/returns to member libraries! We're so lucky to be part of this huge system!!"*
- *"We are glad to be a part of a great system of libraries that share resources so willingly! These folks bring us books, movies, and more every weekday and work hard to help libraries serve our readers."*
- *"Have you ever ordered books through our shared system with other Illinois libraries? These pictures show the bins of books and other materials sorted and labeled in one of the hubs in our Illinois Heartland Library System. In just one week recently they moved over 100,000 items between libraries! And it's all free, fast, and efficient for our library patrons!"*
- Started using social media (Facebook and Twitter) to advertise IHLS job openings. A Facebook post for a part-time Courier Driver in the Edwardsville office reached 2,715 people.
- Through research yielded several leads and resources of potential interest to IHLS members. Along with numerous grants opportunities, member libraries in the news, upcoming events, and continuing education opportunities, also shared information on making the most of a legislative meet-up. Information was shared several ways, including email, posting on Facebook, Twitter and posting on the IHLS website. One article, [Reading the room: Riverbend libraries adapting to changing landscape](#), included interviews with several IHLS member libraries and mentioned IHLS.
- Fourteen (14) grants were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, IHLS Member Connection, was sent on a regular basis to over 2,000 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.
- A new table runner was ordered and used at the IHLS Board Networking Event in Effingham.

## 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 board committee meeting calendar
- Create new board member binder for Robert Paarlberg
- Research shelving options for record retention permanent storage
- Worked with Priorities team and Communications Coordinator to revamp the IHLS Member Newsletter
- Worked with Priorities team to design new table coverings for events & conferences



## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Adrienne Elam, CFO*

### 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 two new employees.
- Processed out one terminated employee.
- Conducted interviews for the Human Resources Generalist and Accounting Assistant positions.

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

The beginning of the year has been one of planning ahead for IT. We are focusing on inventory, membership databases, and expansion of the SHARE server environment. We are openly talking with Dell and Microsoft about technology and what's best for our future. Cloud storage and computing have come a long way in the last 5 years, since we purchased the hardware for SHARE, and we want to make sure we are making the best decisions on behalf of our member libraries.

We are doing more to make our IHLS staff online experience better, by adding staff photos to their O365 (Microsoft Office 365) email and calendar accounts. We are using new software to communicate and share files more efficiently between teams. All of this is built on cloud technology and we embrace that.

There has been a lot of work done on domain name registrations (DNS) and web hosting this month as well. Many libraries have moved their web hosting services and needed help getting everything in line for their DNS entries. It's a service we offer at no additional charge to all IHLS libraries.

### 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.**

- New templates tested for changing IHLS website frontend.
- Membership database frontend design.
- New backup implementation and schedule for (SHARE) MS SQL database servers.
- Assist member libraries who've lost access to Google admin for Google Apps.
- Explore the cost effectiveness of Amazon cloud storage for offsite backup storage using the Amazon Glacier service
- Passed along time clock recommendations to finance.



## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Membership and Grants Director*

January seemed to be a month of planning for events on the horizon, so there were a number of phone conference and Zoom meetings. The networking bullet points below will provide an overview of all the irons in the fire!

### 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.**

- Attended ILA Public Policy Committee meeting.
- Participated in a meeting regarding the revision of Serving Our Public.
- Attended a networking meeting of libraries in Perry and Randolph Counties.
- Participated in a planning meeting for the Rural and Small Library Conference.



- Attended the board networking event at the Effingham Public Library.
- Worked on methods to promote the possibility of a Dominican University Master of Library and Information Science cohort group.
- Participated in a meeting to plan the 2019 Illinois Youth Services Institute.



- Made a site visit to Washington Park to discuss the status of the public library.

## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

In January, SHARE staff had a series of meetings with the new director to discuss the goals of the program, what staff thought was working well, and some of the challenges they face. There were many thoughtful responses, as well as a clear pride in the program. The department will continue this conversation in the coming months. In addition, staff had an opportunity to meet with the new SHARE Director individually, to teach different facets of the program, as well as their role within the organization.

### 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 680 items for SHARE member libraries. Noticing an uptick in graphic novels to catalog this month.
- Staff imported 223 \$3 bibs for SHARE member libraries.
- Staff created 72 on order bibs for SHARE member libraries
- Staff cataloged 195 items for new member libraries joining SHARE.
- Staff merged 535 bibliographic records, cleanup/corrected 5,323 bibliographic records, and corrected/cleanup 2,173 item records.
- Items of interest - 15 Spanish language children's books. Any foreign language materials require additional work, with extra subject headings or translations. Spanish is the easiest to work with.
- Authority work and files are as important as good bibliographic records in a database. Staff have been working on cleaning up books with subject headings for Bible, especially O.T. and N.T. (old testament and new testament). Many require looking at the authority records and current bibliographic records in OCLC.

### 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 2 cataloging related classes, provided 2 inservice classes, and hosted one Cataloger's Training Session.
- Staff handled over 269 emails and contacts, most asking for clarification or additional information for cataloging certain items.
- Staff also reviewed and imported 14 files with 51 items for beginning catalogers.
- Staff continued researching changes in cataloging according to RDA best practices. Information concerning the 34X MARC tag fields were presented at the OLAC (Online Audiovisual Catalogers) Conference and staff are updating training materials and preparing to present changes.
- Staff member is participating in an online Acquisitions class.

## 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 204 items for libraries in Illinois, 10 RAILS libraries and 9 IHLS libraries, including one state agency.



One item of interest was about Colonel Holden Putnam of the 93<sup>rd</sup> Illinois Volunteer Infantry. He was the first officer of the 93<sup>rd</sup> Illinois Volunteer Infantry and a prominent citizen of Freeport, Illinois. He died in battle at Missionary Ridge on November 24, 1863.

- CMC staff created 14 NACO name authority records for improved user access. (NACO is the Name Authority Cooperative Program from the Library of Congress. Participation in the program requires organizations like IHLS to support cataloging staff via extensive training. In turn, our staff contribute a minimum of 200 name authority records that meet strict standards, and add another layer of assistance to patrons when they search for items in an automated library catalog such as SHARE.)
- Started reviewing results of the survey sent out to members of Illinois Heartland Library System and Reaching Across Illinois Library

System.

- Staff worked with staff at the Illinois Environmental Protection Agency, explaining changes in cataloging and Resource Description & Access (RDA).
- Staff continue to transcribe immigration and naturalization documents for the SIUE (Southern Illinois University Edwardsville) collection and provide the metadata for transcribed documents to Illinois Digital Archives (IDA).
  - Some anecdotal information about the Declaration of Intention, Record 5, Dec. 14, 1916-Oct. 1, 1917: 7 unmarried, female nurses emigrated from either Bremen, Germany, or Amsterdam, Holland to Highland, IL, and submitted their declarations of intention to become United States citizens on June 27, 1917 (all were approved). Occupations of the majority of people applying for declarations of intention are coal miners or laborers and male, so these applications stood out.

## 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 for SHARE member libraries.
- Staff attended webinar and watched recorded webinar on Data Sync, which is OCLC's new batch load process.

## LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<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
<i>Nov-17</i>	805,899	134,963	49,454	686,965	9,410,518	1,850,983	809,708
<i>Dec - 17</i>	651,911	113,043	43,335	589,394	9,408,362	1,850,700	808,091
<i>Jan - 18</i>	816,741	153,201	52,460	706,801	9,425,592	1,829,536	801,956

## LLSAP DEVELOPMENT

**Goal: To increase members participating in SHARE.**

- Four libraries Go Live: Golconda Public Library, Carrolton Public Library, Oakland Schools, Clay City CUSD #10.
- On January 23, the SHARE Director attended a Meet & Greet before the January board meeting, in order to begin building working relationships with member libraries and library directors.

## ILLNET INTERLIBRARY LOAN

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

- SHARE Manager researched and resolved ILL hold violations for member libraries.

## CONSULTING AND CE

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

- Golconda Public Library, Carrolton Public Library, Oakland Schools, Clay City CUSD #10 received circulation training to prepare staff for their Go Live dates.
- SHARE bibliographic services staff taught 2 cataloging related classes, provided 2 in-service classes, and hosted one Cataloger's Training Session.

## CONTINUING EDUCATION

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

- SHARE Managers had the opportunity to attend the RAILS Consortia Committee meeting, to learn about upcoming events and library trends.
- SHARE Staff Member attended the legislative breakfast in Bloomington, to share information about current legislative issues.
- Staff member is participating in an online Acquisitions class.



## OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

January is always a busy month for delivery. The holidays bring welcomed events for most of us, and in delivery we see a steady number of materials circulating between our libraries in hubs albeit during fewer delivery days.

A couple delivery managers were able to take much-deserved time away from the office during the month. We empower our staff to handle day to day tasks and fortunately everything ran smoothly as it should.

Cassandra Thompson, our new SHARE Director, and I were able to coordinate travel to meetings and our other offices. SHARE and operations work closely together at IHLS to benefit our member libraries and their patrons.

We held an in person delivery manager meeting in Effingham. While Zoom is absolutely wonderful, there is something to be said about having an in person meeting. We were able to complete the driver training manual, go over a website re-design and focus on the questions for this year's delivery survey.

### 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)**

- Driver training manual is completed

JANUARY 2018	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	32,522	15,719	668
Champaign	126,483	30,440	1,673
Edwardsville	91,299	24,360	1,763