



# Director & Staff Activity Report

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## JANUARY 2019

As Illinois Heartland Library System (IHLS) looks to its eighth year as a service organization in central and southern Illinois, we are not content to rest on our laurels. Our services are designed to benefit all 520+ member libraries and the communities they serve. We have made significant improvements in these areas and look forward to another meaningful year.

## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

### COMMUNICATIONS

**Goals: Effective and efficient communication with IHLS stakeholders. Rebranding to continue increasing visibility within the community. Advocacy for the organization and our members.**

- Participated in monthly Directors Chat. The hot topic discussed this month was the proposed minimum wage increase.
- Encourage members to advocate for libraries and strengthen library service in Illinois by sharing information on Board Nominations and Legislative Meetups on the website and also through the newsletter, email, and social media.
- Support member-initiated IHLS Social Media Discussion Group on Facebook.
- Due to the potential impact on member operations, IHLS utilized several communication channels to share that our offices were closed due to weather.
- Several staff members participated in an Edwardsville/Glen Carbon Chamber of Commerce event to promote IHLS and the benefits of interlibrary loan via Illinois libraries.
- Facebook had 72 posts during this period. The post with the highest reach was [13 Reasons Why Libraries are Holding Us All Together](#). Also shared information on several IHLS job openings through Facebook that had positive engagement of 121 clicks to read more. (Each click took the reader to the [Library Jobs](#) page on the IHLS website.)
- Twitter: Increased Twitter activity. In January 38 Tweets (192% increase over December) made 8,041 Impressions (114% increase over December). A tweet on Summer Meals IL earned 1,040 impressions.
- Continued to promote our focus on public library trustees via the IHLS Member Connection newsletter. [January's issue](#) provided information on the Open Meetings Act (OMA) in Illinois, trustee training opportunities and library return on investment promotions.



## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resource Generalist*

Phone interviews were conducted for the Marketing Coordinator position. Recruiting continued for positions in all three offices. Phone interviews were conducted for the Cataloger position in Carbondale and the Metadata position. A candidate was selected for the courier position in Carbondale. Conversations for the timeclock project phase two began. Files in the HR department are being reorganized for efficiency and retention. A new hire orientation procedure was created to be presented to all new staff members on their first day of employment with IHLS.

### HUMAN RESOURCES

**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
Conflict: Manage Conflict Situations	Online	1
Conflict: Respond to Tension	Online	1
Conflict: Workplace Tension	Online	1
Happiness at Work: Applying Happiness to the Workplace	Online	1
The Essentials of HR Law	In Person	1
QuickBooks Bank Reconciliation Discrepancy	Online	1
QuickBooks Mastering the Chart of Accounts	Online	1
Managing Emotions Under Pressure	Online	1
60 Minutes of Microsoft	Online	1
Business Writing Editing for Professionals	Online	1

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

The primary issue in January, that really popped up unexpectedly, was with our email lists (listservs). These listservs have been running for many years and software updates for our version of the software had stopped. We continued using the software because it was not broken and the software met all our needs. That was until January 2019 when Yahoo needed additional security settings on the outgoing emails from the listservs and the software we were on could not provide that. So, all of a sudden, all emails to Yahoo stopped being delivered. We upgraded to the newest version of the software but had to recreate all the settings from scratch and install it on a new server. This was time-consuming and we had to run multiple tests to make sure we setup the new criteria correctly and Yahoo would again accept our messages. I want to give Brant Wingerter a big THANK YOU for this project as he pretty much dropped everything he was doing for 2 weeks to make sure this worked.

### BOARD SUPPORT

**Goals: Refine process for future board and committee meetings. 100% State and Federal Compliance for IHLS Board and appropriate IHLS staff.**

- Submitted Statement of Economic Interest filer list to Madison County

### RECORD RETENTION

**Goal: Retain and purge materials on an approved schedule.**

- Identified more records to destroy with assistance from accounting staff
- Gave PowerPoint presentation at Supervisor's meeting on record retention process

## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Associate Director*

January is certainly the month to regroup and start planning for the remainder of the fiscal year. In addition, it's the time of the year when we ask all our libraries to complete the annual certification process. This involves each library submitting their annual Interlibrary Loan Traffic Survey and then a brief online certification. As libraries have become more familiar with the process, it goes more smoothly each year. However, since there are always new staff people and changed situations, it is an opportunity for us to have significant contact with our membership.

**Goals: Membership of all system agencies will be reviewed on an annual basis.**

- The certification process has begun and at the close of the month, IHLS was close to 50% complete.
- Ellen Popit participated in ILA's January Public Policy Committee (PPC) meeting
- Anna Yackle participated in the January planning meeting for Directors University

## NETWORKING

**Goals: IHLS will continue to develop relationships with and among membership. Continue active partnership in statewide and national initiatives that support enhanced library service. Work with other library entities within the state among others.**

- January 4<sup>th</sup>: Ellen Popit made a site visit to the Nashville Public Library to visit with the new director
- January 25<sup>th</sup>: Ellen Popit attended the Small Pubs meeting in Mt. Pulaski
- January 31<sup>st</sup>: Anna Yackle attended the Southern Illinois Librarian's meeting in Carmi

## ACCOUNTING OPERATIONS

**Goal: Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making.**

- Prepared and processed two payrolls.
- Prepared December 2018 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balances Sheet Reports for IHLS Finance Committee and Board of Directors.
- Prepared 2nd Quarter FY2019 financial data for ISL Quarterly Grant Reports.
- Generated and mailed 255 accounts receivable invoices (OCLC –15 Monthly, 7 Quarterly and 110 Transactional; SHARE – 2 Monthly, 10 Cloud eBooks Purchases, 28 Quarterly, 4 Transitional, and 78 Cataloging and Barcoding; General - 1 ILDS Project).
- Received and posted 150 accounts receivable cash receipts checks totaling \$195,853.90 (OCLC –67, SHARE – 63, and General – 20).
- Received and entered 93 accounts payable invoices.
- Disbursed 82 accounts payable checks totaling \$173,531.60.
- Prepared and electronically filed W-2s for 113 employees.
- Calculated and filed electronically 1095-Cs for 42 employees.
- Prepared and electronically filed 1099s for 21 vendors.
- Strategized FY2020 Operational Budgets completion timeline.

## BIBLIOGRAPHIC ACCESS STAFF ACTIVITIES

### CATALOGING SERVICE FOR SHARE

**Goals: Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database.**

- Staff cataloged 462 items for SHARE member libraries.
- Staff imported 271 \$3 bibs for SHARE member libraries.
- Staff created 49 on order bibs for SHARE member libraries.
- Staff cataloged 257 items for new member libraries joining SHARE.
- Staff merged 189 bibliographic records, cleaned up/corrected 1720 bibliographic records, and corrected/cleaned up 71 item records

## CATALOG TRAINING FOR SHARE MEMBERS

**Goal: Increase the understanding and skills 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.**

- Staff handled over 135 emails and contacts.
- SHARE bibliographic services staff taught 4 cataloging related classes and presented one Cataloger's Training Session.
- Staff also reviewed and imported 18 files with 109 bibliographic records for beginning catalogers.

## CATALOGING MAINTENANCE CENTER (CMC)

**Goals: Provision of cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries and at IDA by providing information on formation and content of metadata. Facilitate the development of expertise in the use of resource description, including cataloging and metadata, among library staffs in Illinois.**

- Presented The Fix Is In: MARC Fixed Field (Online with the CMC).
- Held cataloging workshops in Palestine and Chatham.
- CMC staff cataloged 121 items for Illinois libraries, 5 RAILS libraries and 6 IHLS libraries.
- CMC staff created 4 NACO name authority records for improved user access.
- All CMC staff began transcribing the SIUE naturalization records with a completion date of June 30, 2019.

## THE MARC OF QUALITY (TMQ)

**Goals: Improve the quality of the SHARE database, thus improving user access to information resources. Add OCLC WorldCat holdings for member libraries in a timely manner, increasing resource sharing.**

- File was sent to update OCLC holdings. Staff continue to work on cleanup reports.

## DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

Delivery has been busy with what delivery does. With a couple of weather-related closures, we have been playing catch up. The reality, though, is that within one long day, the backlog created by being closed is caught up due to the amazing efforts of the delivery sorting staff. Drivers will jump in as well when needed to sort the library items. We are very fortunate to have such dedicated teams in all the hubs. This translates into better service for our member libraries.

I was able to attend the ALA (American Library Association) Midwinter Conference out in Seattle, Washington at the end of January. If opportunities ever arise where you are able to attend one of the ALA Conferences, I would highly recommend attending. It is amazing to network with nationwide attendees. I am always thrilled to learn from the experiences of others.



I am the co-chair of the ASGCLA (Association of Specialized, Government and Cooperative Library Agencies) Physical Delivery Interest Group. My co-chair, Greg Pronevitz, allowed me to gain the experience of running the meeting. We spoke about the future of delivery and the experiences that we have all dealt with. Also I was able to go on a tour and even sort at the King County Library System delivery operation. They use an automatic material handler made by the company, Lyngsoe. Wow. I came away from the tour with many affordable ideas to enhance our delivery system.

Highlights of the ALA Midwinter takeaways:

I attended a Leadership Session by Parliamentarian Eli Mina. He spoke about common board issues and ways to resolve those issues according to Robert’s Rules of Order.



Visit to Seattle Public Library which has a very interesting design. The red hallway is pictured on left



Melinda Gates speech about uplifting women, pictured on right.



Attended a screening of a soon-to-be released movie, *The Public*, written/directed/produced by Emilio Estevez. *“This David versus Goliath story tackles some of our nation's most challenging issues, homelessness and mental illness and sets the drama inside one of the last bastions of democracy-in-action: your public library.”* from IMDb (Internet Movie Database). Pictured are Ryan Dowd of the Hesed House in Aurora, Illinois, along with Actress Jena Malone and Emilio Estevez.

One of Ryan’s colleagues presented at the first Roadside Training in Granite City on how to deal with homeless patrons.

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

- Research methods of delivery in other industries



## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

The SHARE program continues to provide exceptional training and customer service to member libraries. As part of that effort, the SHARE administrative team met with IT to plan for a Polaris upgrade in March, with a corresponding member preview via Zoom. In addition, SHARE is working with vendors to continue to expand existing resource sharing opportunities.

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

- SHARE Executive Council met on Jan 3. A membership meeting was called for March 21.
- SHARE Finance and Policy Committee met on Jan 10. The next meeting will be held in person at IHLS-Edwardsville.
- SHARE Bibliographic and Cataloging Standards Committee met on Jan 18. There will be a special meeting Feb 25 to review member comments on a change to on-order records.
- SHARE staff attended both the LLSAP Catalogers meeting on Jan 4 and the RAILS Consortia Committee meeting on Jan 14. Part of the discussion centered around CMC cleanup activities and TMQ retirement.
- Joan Bauer prepared YTD savings for each member library on Dec 31, in order to make the information available to members in the new year.
- Met with members using the telephony module to discuss adding a Spanish language option.
- SHARE has been working with members to develop a book club and kit resource sharing program that will utilize Polaris, but also allow groups of items to move throughout the system. A group of interested members formed to develop policies and procedures for this new program.

### **LLSAP DEVELOPMENT**

#### **Goal: Increase members participating in SHARE.**

- Participated in the Directors' Chat on Jan 2.
- Sent a packet and quote to a school library for potential membership.

### **ILLNET INTERLIBRARY LOAN**

#### **Goal: Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).**

- Completed an ILL cleanup project to merge duplicate accounts, after alerting members of the policy.
- Sent information to membership to add "Free Days" in Polaris due to unexpected closings.
- Basic and Advanced Circulation Training on Jan 16.

### **E-RESOURCES**

#### **Goal: Increase familiarity with and utilization of eResources.**

- Provided participants detailed statistics of usage.
- Answered questions about eResources as needed.

## **CONSULTING SERVICES**

**Goal: Increased responsiveness to the expressed needs of member libraries for consulting services.**

- CMC attended the Local History and Genealogy Forum on Jan 11.
- Answered questions about the SHARE program as needed.

## **CONTINUING EDUCATION**

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

- SHARE cataloging trainers provided 8 cataloging classes with 103 participants, for a total of 255.5 CE hours.
- CMC cataloging trainers provided 1 cataloging class with 95 participants, for a total of 95 CE hours.
- SHARE circulation trainers provided 2 circulation classes with 6 participants, for a total of 13.5 CE hours.