



Administrative Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

EXECUTIVE DIRECTOR'S REPORT

With the harried first quarter of the calendar year behind us, we can now allow ourselves some moments to pause and reflect.

Much of our library system administrative work is cyclical, and January – March is generally engaged in the development of the following fiscal year's System Area and Per Capita Grant application. The grant's annual allocation comprises our operating income and therefore merits our preoccupation across the organization. We express our plans for the upcoming year of services to member libraries through two primary components: the budget and budget narrative, and the operational plan.

An agency wide approach is utilized in building our operational plan (or service plan) and budget. Monthly we report to the board and other stakeholders on budget expenditures and revenue received. Our activity report is based on the operational plan, and reflects the progress our staff have made toward achieving the goals set out in that plan. In April each year we share with our board, and eventually our membership, our draft budget and operational plans.

While the board considers our recommendations for FY2022, internally we can *and should* allow ourselves a brief pause. For example, as a team, we can reflect on the ideals and goals IHLS staff have achieved in our first decade of service to libraries in central and southern Illinois. In just 10 short years, we:

- developed a large resource sharing platform (SHARE) serving patrons of over 478 communities in our area of the state
- condensed and improved our physical plant
- moved to a more cost effective fleet management system
- streamlined services at all three locations
- built strong fiscal controls and accountability to stakeholders
- developed and refined 5 day/week delivery for all libraries when needed
- supported member libraries throughout a pandemic
- enhanced and refined communication with and among membership

We have significant projects outlined for next year, and will undoubtedly come across additional opportunities for service as well. An important question in the reflection process we sometimes neglect is whether we as human beings enjoy providing these services or are simply checking off tasks on a list. My hope is that the work we do in assisting our members is meaningful and affirming.

COMMUNICATIONS GOALS:

Submitted by Shandi Greve Penrod, Marketing Coordinator

Communicate effectively and efficiently with IHLS stakeholders. Advocate for the organization and our members.

Highlights:

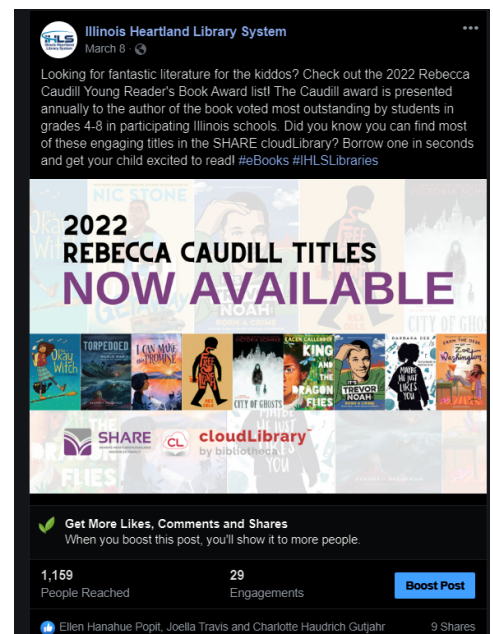
- Finalizing department budget proposal and operational plan proposal, including meetings with other departments and supervisors
- Reworked proofing procedures; made proofing procedures and branding board style guide available to staff via the IHLS Virtual Hub intranet
- Began working with WSIU Public Television (Carbondale) and Illinois Library Association on an [advocacy video sponsorship spot](#) highlighting public libraries' continuation of service to their communities with e-books, and more; the spot would run during National Library Week in April during the local broadcasts of the new Ken Burns documentary, *Hemingway*
- Other priorities included IHLS Board nominations and elections, including the development of an [IHLS Board of Directors Elections 2021 hub](#); reworking the 2020 Reaching Forward South marketing presentation for the 2021 conference, to be held April 15-16 ([recording available to ticketholders](#)); and advocating for the marketing/communications needs of smaller libraries through participation in the ILA Marketing Forum planning team

Promotion:

- *Advocacy:*
 - *IHLS:* Recipients of IHLS Vehicles grant (including a template press release for recipients); WSIU sponsorship/advocacy spot (see Highlights)
 - *CMC:* Inside the CMC: The Roosevelts, Campobello Island, and Women's Involvement in the New Deal
- *CE & Networking events/opportunities:*
 - *IHLS:* Weekly Directors' Chats, Sexual Harassment Prevention Training, Members Matter: Library Ethics 101, Adding Color to Your 2021 Summer Reading Program, ILLINET Interlibrary Loan & Reciprocal Borrowing Statistical Survey, annual library certification, Public Library Per Capita and Equalization Aid Grant, Non-Resident Fee Survey, Library Link Roundup
 - *SHARE:* Various upcoming webinars
 - *CMC:* Online with the Cataloging Maintenance Center

General Communication:

- *IHLS:* Member Connection (3/26/2021), IHLS Board Elections Vote, IHLS Board Nominations



BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

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

- Create and build board intranet
- Create new processes for onboarding new board members
- Supply continued support to the Nominating Committee
- Continue gathering and organizing information for the FY2022 System Area & Per Capita Grant



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

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. Explore opportunities to enhance human resources knowledge across member libraries.

Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library. Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, ILA Jobline, monthly staff newsletters, and member newsletters. Current job openings include: SHARE Bibliographic Services Manager, Sorter, and Cataloger.
- In our ongoing efforts to educate new staff on all IHLS policies and procedures upon promotion, full-time benefit options were presented in person for the onboarding of our Administrative Services Specialist in SHARE in our Edwardsville location.
- Successfully recruited the new Communication Coordinator who begins employment on April 19th, 2021.

Support and develop IHLS staff.

- Continuing education is important to the success of our organization. We want employees to continually improve upon knowledge, skills, and abilities for professional development. The chart below outlines course completion for March.

Live workshop or online training	Format	# of staff
Sexual Harassment Prevention for Member Libraries	Hollaback	4
Putting it Into Action: Strategies to Address Organizational Priorities and Sustainability	Gallagher	1
HR Altogether HR 2021	HR Source	1
Your Employee Handbook: Are You Up To Date?	HR Source	1
Authorized Agent Workshop Series – IMRF Benefits	IMRF	1

Employee Handbook Update

- Human Resources is working to roll out new policies and making recommendations to revise our existing policies to remain in compliance with applicable state and federal guidelines. This month, Employment of Relatives/Family Member policy, Fraternization in the Workplace, and the Consensual Relationship Agreement were presented as new policies to ensure a fair workplace environment free of bias for all employees.

Benchmarking Survey

- Human Resources partnered with HR Source in conducting a benchmarking survey. This analysis focused on providing industry standards for salary ranges. They have presented us with 16 salary grades listing each position in the pay grade based on market data analysis for each position, and ensured that each job is correctly classified as exempt or non-exempt in accordance with the Fair Labor Standards Act. This project was completed April 9th, 2021. All data and findings were given to the respective committees for review and approval.

Unpaid Internship Program Finalized

- Worked closely with the Bibliographic Project Coordinator to develop an unpaid internship program to help students gain knowledge and hands-on experience as part of their higher education learning. Karen Milner, our attorney, reviewed and approved all documents for use in rolling out this exciting new opportunity for the CMC/SHARE division.

Strengthen member libraries' general human resources knowledge

- We continue to investigate opportunities to educate member libraries in human resources administration. Sexual Harassment Prevention training was conducted by Hollaback for our member libraries on March 23rd from 9:30-11:30 a.m. This training gave member libraries vital skills to feel comfortable addressing workplace harassment, as well as meet the Illinois state requirements for taking an annual Sexual Harassment prevention course. We were excited to have 76 participants, four of which were staff members.
- Human Resources is working in partnership with Ellen Popit and HR Source to provide Human Resources-related courses to our member libraries in a three part series. Each course will be held from 10:00-11:30 a.m. Course topics and dates are listed on the next page.

1. Job Descriptions: Why, What and How? - April 22, 2021

A job description is an important tool to recruit and select the right candidate for the job. In addition, an effectively written, up-to-date job description contributes to the success of most HR functions: recruiting and onboarding, setting expectations, assessing and developing a new hire, promoting, rewarding, and ultimately engaging and retaining candidates. The session will provide a proven process to ensure your organization is putting its best foot forward with comprehensive and compliant job descriptions.

2. Conflict Management - May 20, 2021

Does the word "conflict" send you running for cover? Get you hot under the collar? Sound like a great opportunity to improve your organization? Conflict is necessary, even helpful, for organizations to grow and change. However, it still makes most people uncomfortable at best. Topics covered in this session include: exploring why conflict is so difficult, common conflict styles, identifying when to use each conflict style, and tips for having those difficult conversations.

3. Critical Conversations: Conducting Effective One-on-Ones - June 17, 2021

Managers and supervisors are busy. So, when employees are doing their job, it's easy to forget to take the time to let them know that they've done a good job. On the other hand, nobody likes to have those "difficult" conversations with employees to let them know that they're not quite cutting it! In this session, we'll go through the steps of conducting one-on-ones and performance feedback discussions while addressing the supervisor's responsibilities.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

Our focus for March was the development of the FY2022 draft budgets and projection of the end of the year expenditures for FY2021. Our knowledge and appreciation of the OpenGov software expanded as we went through the budget process. We are continually learning more of the capabilities of this program as we use it.

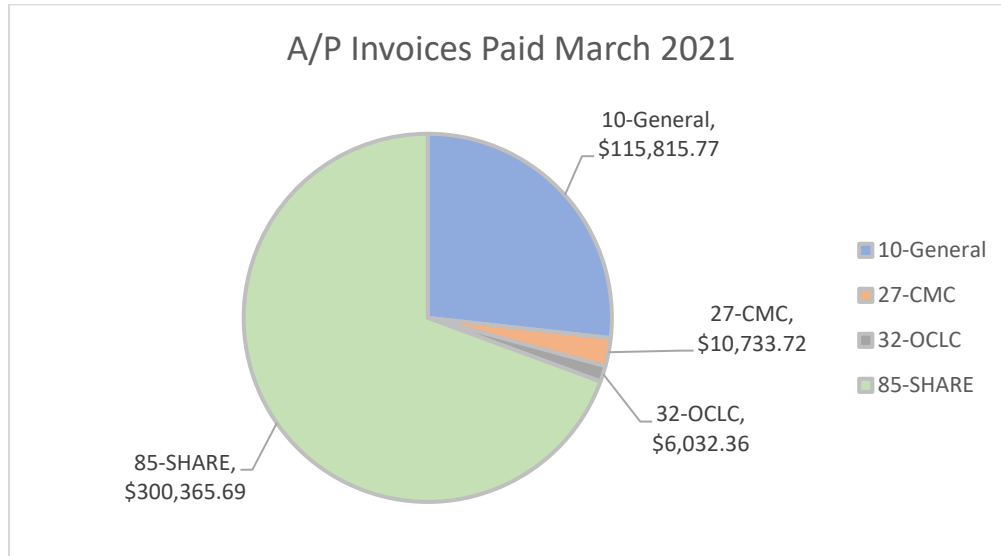
A planned activity of the Finance Department's section of the FY2021 Operational Plan was to consider options for our fiscal audit. We are satisfied with our current auditing firm but wanted to be good stewards of our funding and verify that the costs for the audit were in line with other audit firms. We sent out a Request for Proposal to three firms, including our current auditing firm. We will report on the responses at the May meeting.

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 Five meetings.
- Analyzed and prepared budget proposals.
- Completed the Finance Department section of the FY2022 Operational Plan.
- Projected end of year estimates for FY2021.
- Produced Request for Proposal letters for upcoming audit years and mailed to three audit firms.
- Attended budget meetings with departments.
- Attended Operational Plan meeting.
- Attended AskIT trainings.
- Attended MIP Fund Accounting software webinars to enhance staff knowledge of our financial software.
- Attended a Busey Bank Fraud webinar.
- Attended a meeting with representatives from OpenGov.
- Attended a meeting with representatives from Enterprise.
- Attended a meeting with representatives from Color Art.
- Attended weekly COVID-19 Response Team meetings.
- Attended Leadership Team meeting.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in March.

- Prepared February 2021 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 104 accounts receivable invoices (OCLC: 13 monthly and 30 transactional; SHARE: 2 monthly, 2 transitional, 9 cloudLibrary eBook purchases, and 1 SHARE Implementation Fee; General: 1 ILDS project, 38 Bystander Training, 4 Serving our Public books, and 4 Library Law books).
- Received and posted 112 accounts receivable cash receipts checks totaling \$915,125.22 (OCLC: 79, SHARE: 22, and General: 11).
- Received and entered 78 accounts payable invoices.
- Disbursed 73 accounts payable checks totaling \$432,947.54.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Update on the conversion of phone systems:

The move from Consolidated Communications to Microsoft Teams is almost complete. At the time of this report, we have two days before the transfer of the final number, the toll-free number, will be completed. So far the transition has been very smooth. There is a learning curve for the users and we'll have to get used to the new quirks of using Teams as a phone provider, but the enthusiasm of the staff has been great. I haven't had to "sell" the idea at all. Our staff is excited to have this type of technology at their fingertips. Even the simple task of copying and pasting a phone number is so easy now. We will continue to tweak the settings and get the phone system dialed in.

The IT staff has been working on using some of the other new features that are now available to us as well. As I mentioned with the telephone system proposal, the license that enables phone services also gives us much more. The ability to manage laptops from the cloud is one of those things. We are testing pushing applications and security settings out to laptops through the cloud. Previously, they would have to be in one of our offices, or on the VPN (Virtual Private Network). The VPN was too slow for most people and the technology wasn't designed to deliver software remotely.

Also, the website project is off to a good start. We are awaiting the first meetings, but Ameex was excited to provide us with the service and they appear ready to take us on. The contract is signed, and work should start mid-April.

Goals:

Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to the IHLS website.

- Ameex contract signed. Work to start by late April.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

The Cataloging Maintenance Center started a new group to discuss Ethics in Cataloging. They plan to meet monthly to discuss various articles on the topic. In the March meeting, catalogers discussed a video entitled *Change the Subject* a documentary film about a group of Dartmouth students who challenged anti-immigrant language in Library of Congress subject headings. Several catalogers also attended Innovative's User Group (IUG) virtual conference and an Illinois consortia in-service day.



One session of all barcoding and cataloging classes is now being recorded to create a new section in the training portal with all classes required to become a barcoder or cataloger in the SHARE database. All handouts and slides will be available along with the recording for each class. Since they are being recorded as each session is presented, all content will be available in the training portal by mid-June.

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 633 items for SHARE member libraries.
- Imported 370 \$3 bibs for SHARE member libraries.
- Created 30 on order bib records for SHARE member libraries.
- Cataloged 85 items for new member libraries joining SHARE.
- Merged 190 bibliographic records, cleaned/corrected 3,648 bibliographic records, and cleaned/corrected 61 item records.
- Assisted Meridian Junior/Senior High School, a transitional library, with a barcoding day.

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 with 62 participants.
- Conducted one online Barcoding I class with 12 participants.
- Presented one online Barcoding II class with 10 participants.
- Taught *Book Cataloging* as an online class with 25 participants.
- Taught *Searching and Editing in OCLC* as an online class with 17 participants.
- Handled over 369 emails and contacts.
- Reviewed and imported 24 files with a total of 90 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 2 NACO name authority records and corrected one name authority record for improved user access.
- Cataloged 242 items for libraries in Illinois.
- Presented an Online with the CMC session entitled: *Braille: Decoding the Dots* with 26 participants.
- Continued working on creating metadata templates, renaming files, and organizing photographs for Marshall Public Library's oral history project in preparation for uploading to IDA (Illinois Digital Archives).
- Completed a project in the SHARE database to correct bibliographic records in order to distinguish between vinyl records and compact discs.
- Attended a Library Juice Academy course entitled *Metadata and Description for Digital Special Collections*.
- Cataloged yearbooks for Lake Land College.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Continued cataloging postcards and photographs for Groff Memorial Library in Grayville, Illinois.
- Cataloged music audio discs for Roosevelt University Library.
- Cataloged braille books for Mattoon Public Library.
- Continued working on content for a new Moodle course about cataloging 3D objects, kits, and realia which will be ready this spring.
- Created a presentation for Reaching Forward South to be given in April.



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

“Often when you think you’re at the end of something, you’re at the beginning of something else.” --Will Rogers

Delivery has now lifted quarantining items. Libraries are still encouraged to follow what their policies say for their own community. This decision was based on the Centers for Disease Control and Prevention (CDC) article: <https://www.cdc.gov/coronavirus/2019-ncov/more/science-and-research/surface-transmission.html>.

Basically, transmission of the virus via surfaces is low. Very low. We polled members of the IHLS Delivery Working Group (DWG) and the majority is ok with this decision to stop quarantine at the system level. So, on April 13, 2021, we began actively sorting items when they return to our hubs .

Lyngsoe (Automatic Material Handling Systems provider invited IHLS to participate in an advisory capacity meeting. IHLS was able to share the Illinois Resource Sharing and Delivery model with participants across the nation. The company is looking at what they can do with their products and what they can develop to help libraries across the nation.

The IHLS Surplus Van Grant winners met with us March 24, 2021. What a wonderful synergy in that group. We will be sharing pictures of the group picking up their vans. How powerful an impact this will have on those communities.

Delivery was also busy working on the IHLS Operational Plan of Service as well as the Operational Plan Budget.

Meetings attended:

- 8 IHLS Delivery
- 2 Directors’ Chats
- Members Matter
- 3 Leadership
- IHLS Surplus Van Grant with Library Recipients
- In Sync “Engaging audiences virtually”
- 3 Enterprise Fleet Management
- Operations and Facilities Committee
- ILA Awards Committee
- ILA Reaching Forward Illinois (Reaching Forward South + Reaching Forward conferences combined)
- 2 Lyngsoe Explorations



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Spring is in the air, and SHARE is working hard to plan for our next fiscal year! SHARE staff have been reviewing our existing operational plan, brainstorming for next fiscal year, and creating budgets proposals to support those goals.

We also welcomed a new SHARE Administrative Services Specialist, Jacob Sedor!

LLSAP (SHARE) GOAL:

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

- SHARE Annual Agreements were sent electronically.
- Participated in the Reaching Forward South conference committee meeting.
- Attended statewide partnership meeting with Reaching Across Illinois Library System (RAILS) and Association of Illinois School Library Educators (AISLE) to discuss support for our school library members.
- SHARE staff participated in the AISLE continuing education event, System E-Content and E-Resources for Illinois Educators, to discuss cloudLibrary e-content, vendor discounts available to members, and other resources for our member school library staff.
- Participated in the planning for the Edwardsville office reorganization, in order to support an effective work space for SHARE staff.
- Met with the SHARE Finance & Policy Committee to discuss the e-books grant, the SHARE mobile app and other offers, proposed financial benchmarks, and monthly SHARE financial statements.
- Recruited for several positions, including the SHARE Bibliographic Services Manager, SHARE Administrative Services Specialist, CMC Cataloger, and SHARE Cataloger.
- Provided information for members about a Leap training webinar, presented by innovative.
- Participated in a roundtable event with Lyngsoe Systems.
- Trained on a new membership relationship manager, Pipedrive.
- SHARE staff attended the annual Innovative User Group (IUG) Conference.
- SHARE staff participated virtually in the annual Illinois Consortia Staff In-Service event.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Provided a quote for service for five potential new locations at one agency.
- Provided two additional quotes for service.
- Participated in the weekly Directors' Chats.

- Provided a SHARE report at the IHLS Members Matter event.
- SHARE staff taught 5 circulation trainings to 5 participants in March.
- Communicated information about statistical tracking of the Cards for Kids Act non-resident cards through the Polaris database statistical class.
- Advertised a Polaris webinar, *Getting Started with Polaris Leap*, and also promoted SHARE training videos on Leap.

E-RESOURCES GOAL:

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

- Facilitated a conversation regarding changes to The New York Times pricing model, offering an IHLS group purchase for existing members, in order to keep costs down.
- Provided information and communication support to members regarding the RBDigital/OverDrive merger, with RBDigital access formally ending on March 15, 2021 for e-audiobooks and March 31, 2021 for e-magazines. This change was communicated directly to participants and through the IHLS newsletter. Lesley Zavediuk, SHARE Resource Sharing and Circulation Specialist, also prepared communications for our libraries to use to share with patrons as well.
- Hosted a cloudLibrary User Group Meeting to discuss an offer for e-magazines through cloudLibrary. The cloudLibrary User Group decided not to move forward at this time.
- Met with the SHARE E-Resources Committee to discuss the E-book Grant progress, a SHARE mobile app, and other offers.
- cloudLibrary users checked out 35,161 owned titles and 1,520 pay-per-use titles in March.
- As of March 31, 2021, SHARE purchased a total of 3,451 titles, at a cost of \$99,503.76. SHARE anticipates spending the remainder of \$25,496.24 by the end of May to close the project before the end of the fiscal year.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

We're midway into the certification season. Although it is a mandatory process, it also provides IHLS staff an opportunity to connect with libraries that we might not otherwise touch base with very often during a year. Whether it is through an e-mail or a telephone conversation, it can serve as a great way to see what's happening throughout the system.

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.

- As this report is being written (04-14-2021) 359 (of 524) member agencies have completed the certification. The breakdown is 16 academic libraries, 161 public libraries, 169 school districts, and 13 special libraries. Only 165 to go!
- Using the L2 platform for certification has provided members the opportunity to dig more deeply into their accounts in L2, which is most helpful.

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.

- The Directors chats held on each Thursday during the month saw an average of 42 participants for each event. As long as engagement stays at this level, it is anticipated that the weekly schedule will be maintained.
- Monthly work continues with the Partnership Group forum by the Association of Illinois School Librarians (AISLE) that brings the Illinois Library Association (ILA), Reaching Across Illinois Library System (RAILS), and IHLS into regular conversation.
- Anna Yackle works on an ongoing basis with the Small and Rural Libraries Forum of ILA.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- A Members Matter meeting was held on March 4th on the topic of "Library Ethics 101: What Would You Do?" The presenters were staff members from the Central Kansas Library System. 71 people attended.

- On March 11th, Lindsey Herron, director of the Wood River Library, and Ashley Stewart, director of the Caseyville Public Library, presented a session entitled “Reading Colors Your World: Making Your 2021 Summer Reading Program Cheerful and Bright.” This follows a similar program they developed in preparation for the 2020 Summer Reading Program that libraries carried off despite the pandemic. 2021 is indeed looking a bit brighter with many libraries excited to be hosting events virtually, outdoors, or some carefully executed indoor programs. This event attracted 151 participants from the whole state of Illinois!
- Our final March event was the Sexual Harassment Prevention Training held on March 23rd. This event had the added attraction of meeting the compliance mandate for the state of Illinois. This was a fee-based program with 74 participants.