



Illinois Heartland Library System



MARCH 2020

DIRECTOR & STAFF ACTIVITY REPORT



Administrative Report

MARCH 2020 ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

I had a little bird, its name was Enza. I opened up the window...

In flew Enza. And so just like the 100 year-old children's rhyme, Covid-19 blew into existence.

On a professional level, our staff pivoted and very quickly adjusted to full-time remote work. Our workloads and commitment to member libraries did not change and, for many, we took on additional projects to ensure we provided members the information and services they required in a very timely manner. Some of these colleagues shoulder the added challenge/opportunity to care for and educate preschool and school-aged children, while others have the additional responsibilities of caring for elderly or immunocompromised family members. Covid-19 has changed the way we approach so many parts of our days.

As you review our March 2020 activities report, I hope you see the dedication, ingenuity and work ethic of our IHLS staff as they worked to support our large network of multi-type libraries. Through the following activities and projects, there has been cross-departmental cooperation on a level we did not previously have in practice, and it's a silver lining we will carry forward to the other side:

- development of draft FY2021 budgets and operational plans
- continuity of business operations in a new environment
- reliable, accurate communication updates for members across multiple channels
- additional networking opportunities for member libraries
- creative solutions for member needs

Our IHLS team is at its best when facing adversity. My wish for all of them is resilience in body and spirit.

COMMUNICATIONS GOALS

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

Submitted by Julia Pernicka, Communications Coordinator, and Shandi Greve Penrod, Marketing Coordinator

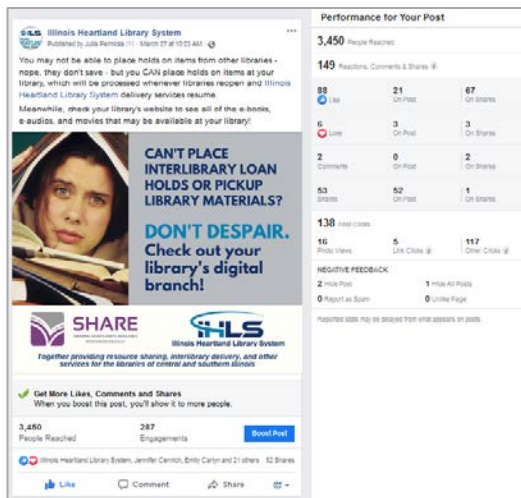
Highlights:

March started like any other month; but by the middle of the first week, the focus started to shift in high gear to COVID-19. Technology allowed us to remain productive while working from home, particularly since communication and marketing staff were already set up for remote work and were used to remote meetings with colleagues at multiple IHLS hubs. Regular work continued to get done while meetings ramped up. A crisis response team was formed, and

several COVID-19-related emails were sent as the situation quickly evolved, schools and restaurant dining rooms closed, and IHLS delivery was suspended. A COVID-19 crisis communications team was created, meeting daily in March. Directors' Chat went from once a month to twice weekly. To make hot topic resources easily findable, a Top Stories section was added to the website homepage.

- **COVID-19 Updates and Resources webpage** – We quickly realized that a webpage would be needed to house pandemic-related IHLS updates and third-party resources. A page was developed, www.illinoisheartland.org/covid19. The page was updated frequently in March—often several times per day.
- **Social media** – The COVID-19 crisis changed our approach to social media. Due to the number of events that have been cancelled or postponed, and the need to share pressing information (COVID updates, webinars, resources, and learning opportunities), posts that were scheduled in advance were unscheduled.
 - For the 28-day period of March 7 to April 3, there were 49 Facebook posts that had a reach of 7,070 (an increase of 5,100), 545 page views (an increase of 217), and post engagements of 2,197. The IHLS Facebook page also gained 38 followers.
 - **Top posts:**
 - **SHARE eBook Access** – Created in-house at the request of members, the goal of this post was two-fold: to help clarify for library patrons that they could place local holds but not interlibrary holds—even though it *seemed* to patrons like they could queue interlibrary holds, they in fact could not—and to promote e-resources to library patrons. The idea was that libraries could share this post with their patrons. This had the highest reach of any post in March (3,455 people reached, 138 post clicks, and 52 shares).
 - The image was also added to the IHLS COVID-19 page with image alt text and multiple customizable text to accompany the image in a post.
 - **Everyone Counts – Census Day** – While no longer our main focus, we continued to update and share information on Census 2020. A post reminding everyone that Census Day was coming up was shared, reaching 2,255 people and accumulating 89 engagements and 15 shares.

Images: Top Social Media Posts and Stats



- **Promotion** – Promoted IHLS and SHARE information and events through email, social media, and/or website (broken out by category below).
- **Directors' Chats** – Hosted our regular monthly Directors' Chat on March 4, facilitating engagement between library directors and sharing IHLS news and opportunities. In March, the frequency of Directors' Chats increased from once a month to twice weekly to facilitate library leaders helping each other navigate the uncharted waters of the pandemic.
- **Reaching Forward South** – Collaborated with the business manager at Vespasian Warner library on a marketing presentation for Reaching Forward South, helping position IHLS as an expert. Even though Reaching Forward South was postponed indefinitely, the presentation is ready to give at another event (in-person or virtual) or to be developed in another format.
- **Research** – Between the announcement of Gov. Pritzker's mandate that schools and restaurants close and the March 20 announcement of his stay-at-home mandate, IHLS drafted and released a Public Libraries COVID-19 Impact Survey. The survey was closed a few minutes into the March 20 press briefing before the announcement was officially made. This early closure of the survey helped keep data valid by excluding the influence of the March 20 announcement as much as possible. (The announcement was pre-reported by the Chicago Tribune a couple of hours before the official announcement.)
 - Survey findings: <https://www.surveymonkey.com/stories/SM-3GGFZJT9/>
 - Highlights:
 - As of the time of the survey, 93.3% of responding libraries had voluntarily closed and an additional 1% had shortened their hours. Most of those remaining opened anticipated closing.
 - For libraries that had closed, services still offered included materials drop-off (61.6%), 24-hour Wi-Fi Access (59.3%), information services by virtual means (54.7%), Expanded e-resources (41.9%), and curbside materials pickup (16.3%), among others.
 - 89.6% of reporting libraries were paying their staff that weren't working.
 - Libraries also shared what their staff were working on while libraries were closed.
- **Website and blog** – The development of a new IHLS website has been suspended, and no timeframe has been identified. Because of this and the need for a way to share and

collect information, particularly digested information, we have made plans to push up the timeline for the creation of an IHLS blog. In collaboration with the Membership Coordinator Anna Yackle, a preliminary blog content calendar was created. The first article was written by Anna, titled "[Continuing to Help: Library Services During a Pandemic](#)." The blog will be added to the IHLS website navigation bar when around a dozen articles have been created and published.

Promotion:

- COVID-19 Emails:
 - COVID-19 Member Update #5: Delivery Suspended Through April 30
 - PLA COVID-19 survey
 - COVID-19 Member Update #4: Staying in Compliance with the Law
 - IHLS COVID-19 Directors' Chats (multiple emails)
 - COVID-19 Member Update #3: Regarding today's shelter-at-home executive order
 - COVID-19 Member Update #2: Delivery Suspended through March 30
 - IHLS Public Libraries COVID-19 Survey
 - COVID-19 Member Update #1: What we're doing re: sanitation, etc.
- Library need-to-knows:
 - IHLS Board Vote 2020
 - IHLS Member Connection 3/17/20
 - March SHARE Newsletter
 - Girls Who Code at Home
 - Discounted 2020 Illinois Library Laws & Rules
 - Top Stories highlights on the IHLS homepage
- Advocacy:
 - Census 2020
- CE events/opportunities:
 - Last chance to apply to attend Elevate
- Networking events/opportunities:
 - Board Networking Event
- Staff communications
 - IHLS Staff Connection
 - IHLS Staff Content Creators Training
- Discounts and demos:
 - SHARE Bibliotheca cloudLibrary demos
- Blog posts:
 - "Continuing to Help: Library Services During a Pandemic"

Formal research:

- SURVEY: Public library services in the IHLS Service Area During the COVID-19 Pandemic

Networking events attended by department staff:

- Directors Chats

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

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

- Assisted in coordinating special meetings for the Facilities and Operations committee, Finance committee, and Board to address the Edwardsville building mine subsidence repairs.



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resources Business Partner

In our continuous effort to streamline the hiring process, we have chosen 3 locations in the state of Illinois to handle all of our background testing. Candidates will now work with specific testing sites instead of having to choose from multiple locations. The goal is to always have a point of contact for all questions and concerns when working with candidates and to create an easy tracking method for our Finance team. The new process is proving to be very beneficial.

In order to remain aware and active in the daily experience of IHLS employees, the department has begun creating a document that will request information from new hires within the first 90 days of employment. The thought is that the form will give the Human Resources Department information on ways to improve practices at IHLS, as well as, create trust and inclusion between the new employee and IHLS. This form will become a part of all employees' 90-day review process.

Illinois Heartland Library System also welcomed new employees in both the Operations and SHARE departments. The IHLS Handbook remains a continuous focus of the Business Partner. The second section of the Personnel Code is being reviewed and edited for presentation to the Personnel Committee.

Live workshop or online training	Format	# of staff
Compassionate Leadership: Trusting Others	Online	1
Dos and Don'ts of Records Retention and Destruction	Online	1
How Much Does Your Meeting Cost?	Online	1
Lose the Meeting Blues	Online	1
Organizational Structure of an Office	Online	1
Project Management Prewrite: The Project Kickoff Meeting (Part 18 of 18)	Online	1
StressFree Event Planning	Online	1
Time Management: Make Meetings Work	Online	1

Becoming a Great Leader: How to be a Followable Leader	Online	1
60 Minutes of Microsoft Excel Secrets	Online	1
Effective Writing Skills: Basic Grammar Rules (Part 7 of 18)	Online	1
Effective Writing Skills: Basic Spelling Rules (Part 15 of 18)	Online	1
Effective Writing Skills: Common Word Mix-Ups, Part 1 (Part 4 of 18)	Online	1
Effective Writing Skills: Common Word Mix-Ups, Part 2 (Part 5 of 18)	Online	1
Effective Writing Skills: Basic Common Word Usage Errors (Part 6 of 18)	Online	1
Effective Writing Skills: Composing Effective Reports (Part 17 of 18)	Online	1
Effective Writing Skills: Constructing Effective Paragraphs (Part 11 of 18)	Online	1
Effective Writing Skills: Constructing Effective Sentences (Part 10 of 18)	Online	1
Effective Writing Skills: Creating Your First Draft (Part 13 of 18)	Online	1
Effective Writing Skills: Formating Business Letters (Part 16 of 18)	Online	1
Effective Writing Skills: Getting Started on Your Writing Project (Part 12 of 18)	Online	1
Effective Writing Skills: Improving Readability (Part 1 of 18)	Online	1
Effective Writing Skills: Parts of Speech, Part 1 (Part 2 of 18)	Online	1
Effective Writing Skills: Parts of Speech, Part 2 (Part 3 of 18)	Online	1
Effective Writing Skills: Punctuation Marks—Advanced (Part 9 of 18)	Online	1
Effective Writing Skills: Punctuation Marks—Basic (Part 8 of 18)	Online	1
Effective Writing Skills: Reviewing Your Document (Part 14 of 18)	Online	1
Effective Writing Skills: Writing Persuasive Proposals (Part 18 of 18)	Online	1
Mastering Microsoft Teams (Part 1 of 18): Introduction	Online	1
Stress management for Women	Online	1

Taking Control of Projects and Priorities	Online	1
Virtual Teams: Strategies of Success	Online	1
Managing Information Overload	Online	1
Control Your work Day: 9 Good Time Management Tips	Online	1



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, OCLC Senior Accountant

During one of our busiest times of the year, the Finance Department had to come up with a new set of processes for working remotely. This was something unfamiliar to our department and I would like to commend the Finance Department staff on quickly coming up with solutions for making this work. I have seen the staff in this department always go above and beyond for the organization and during this unprecedented time, that still was true. Everyone quickly came up with new methods for their duties and everything was completed in a timely manner as if we were still in our office.

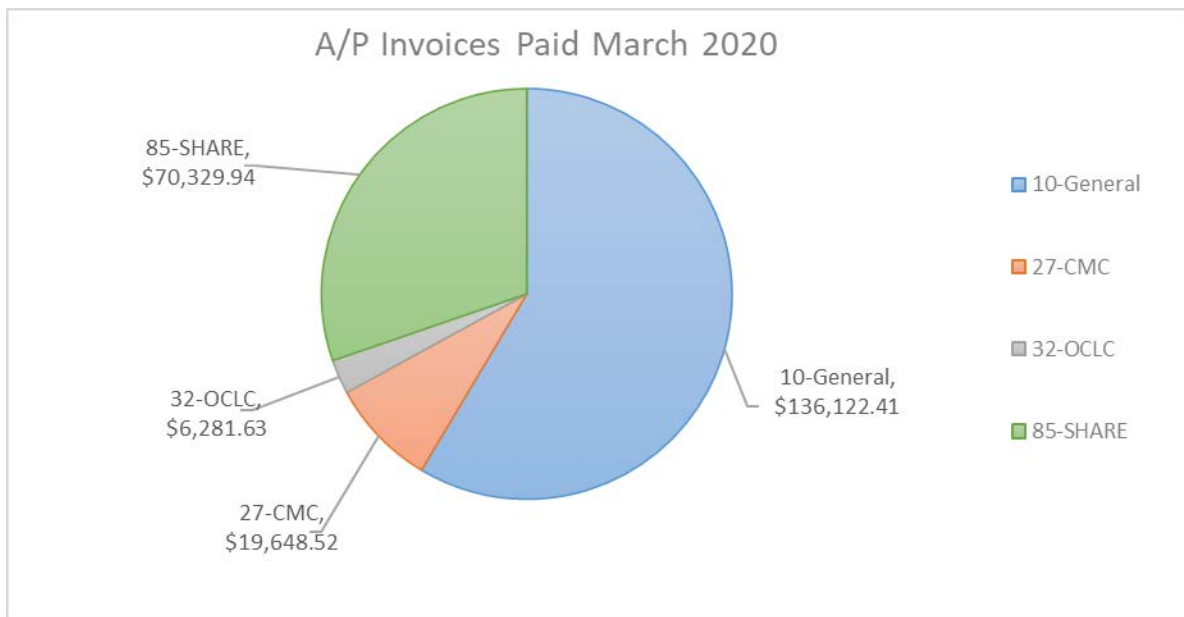
On top of our routine tasks, we spent a lot of our focus on the budget. As we were compiling our outlook for FY2021 and reviewing the end of the year expenditures for FY2020, things were quickly changing. These changes are still occurring, and will be for quite some time, but our focus has been getting the most accurate information for the upcoming fiscal year's budget.

ACCOUNTING GOAL:

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.

- Arranged and cancelled travel for IHLS staff.
- Analyzed and prepared budget reports.
- Met with department heads to review budget submissions.
- Reviewed end of year estimates for FY2020.
- Completed the Finance Department section of the FY2021 Operational Plan.
- Reviewed FY2021 SHARE fee calculations.
- Attended a meeting with Greg McCormick from the Illinois State Library.
- Attended a meeting with a representative from Microix.
- Attended a meeting with representatives from Arthur Gallagher Insurance Co.
- Attended a meeting with a representative from OpenGov.
- Attended a meeting with representatives from Enterprise.
- Attended a webinar hosted by US Small Business Administration.
- Attended COVID-19 Response team meetings.
- Attended a FordHarrison COVID-19 Employment Benefit Changes webinar.
- Attended Abila software webinars on DrillPoint and Advanced Reporting.
- Attended Supervisors meeting.
- Attended the IHLS & SHARE Finance Committee and IHLS Board of Directors meetings.

- Prepared and processed two payrolls in March.
- Prepared February 2020 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 270 accounts receivable invoices (OCLC: 15 Monthly and 241 Transactional; SHARE: 2 Monthly and 11 Cloud eBooks Purchases; General: 1 ILDS Project).
- Received and posted 174 accounts receivable cash receipts checks totaling \$272,705.52 (OCLC: 56, SHARE: 20, and General: 98).
- Received and entered 91 accounts payable invoices.
- Disbursed 83 accounts payable checks totaling \$232,382.50.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT staff is working on making sure all the staff and libraries of IHLS can continue to function in whatever way they need to during the COVID-19 pandemic. We are fortunate to have the technology and the access to accomplish this without much additional effort. Employees have access to the system virtual private network (VPN), which allows access to our secure files and printers from anywhere in the world. We are making available extra keyboards, mice, monitors, and even printers in some cases, so our staff can continue to provide amazing service to our member libraries.

Development of the IHLS intranet has continued. What started out as a COVID-19 site has quickly expanded into a site that has technical resources and new areas are being developed for HR, Accounting, IT, and hopefully many others. This intranet is open to all employees of IHLS, and will eventually be a major resource for documents, news, and keeping up-to-date with all things IHLS.

Year-end purchases are being made for FY2020. A backup server for Edwardsville, as well as technology to make the small conference room on the first floor of the Edwardsville office complete, has been purchased.

IT staff continue to train in new technologies like Microsoft Power BI, a data collection and reporting tool, as well as looking at new Customer Relationship Management (CRM) systems.

Goals:

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

- The website project is progressing. However, our vendor, RedRokk, out of Washington State, is feeling the effects of COVID-19 and had to postpone our kickoff meeting. There is no update on when the project will start at this point.



Bibliographic Access Report

BIBLIOGRAPHIC & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Now that catalogers are working from home, books and other materials are being schlepped back and forth to the hub offices in order to complete the cataloging. This is a great time to get caught up on existing cataloging and to work on database clean-up. Online staff meetings for catalogers are held regularly to stay connected with each other. The Cataloging Maintenance Center and SHARE catalogers also submitted proposals for sessions at the next Illinois Library Association annual conference. In addition, all catalogers have been taking advantage of online webinars to keep abreast of cataloging practices, including the last two sessions in the RDA (Resource Description and Access) Concepts series which introduces the beta version of the RDA Toolkit.

In an online meeting, the catalogers and other Illinois Heartland Library System staff congratulated Vince Andrzejewski on his retirement from the Cataloging Maintenance Center (CMC) as of March 31st. Near the end of the staff meeting signs and cards were held up to wish him well as "For He's a Jolly Good Fellow" was being sung by all.

The newest cataloger in the CMC, Heidi Margold, was also welcomed. Her first day was March 27 and she will work in the Edwardsville office after the stay-at-home order is lifted. It is a new experience for us to welcome and train a new employee remotely.

CATALOGING SERVICE FOR SHARE GOALS:

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the share database to ultimately increase resource sharing.

- Cataloged 442 items for SHARE member libraries.
- Imported 261 \$3 bibs for SHARE member libraries.
- Cataloged 80 items for new member libraries joining SHARE.
- Merged 577 bibliographic records, cleaned up/corrected 3,741 bibliographic records, and cleaned up/corrected 48 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, OCLC and Library of Congress.

- SHARE bibliographic services staff taught 2 cataloging related classes, including the monthly Catalogers Training Session.
- Staff handled over 129 emails and contacts.
- Staff also reviewed and imported 13 files with a total of 52 bibliographic records for beginning catalogers.
- SHARE staff submitted a proposal for a session at Illinois Library Association's annual conference.

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.

- CMC staff cataloged 66 items for libraries in Illinois.
- CMC staff created 52 NACO name authority records for improved user access.
- CMC staff continued working on an oral history project for Marshall Public Library.
- CMC staff continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- CMC staff cataloged Braille books for Mattoon Public Library.
- CMC staff created a presentation for Reaching Forward South.
- CMC staff worked on an online Subject Analysis course which will begin in May.
- CMC staff uploaded SIU-E Naturalization documents to CONTENTdm and IDA.
- CMC staff submitted a proposal for a session at Illinois Library Association's annual conference.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



March 2020

Meetings attended:

Operations meetings 3 times a week via Zoom with administrative staff

Operations meeting one time a week with ALL delivery staff

Leadership meetings twice a week

Staff meetings twice a week

Director's Chat twice a week

COVID Response Team meeting daily

Gallagher Insurance meeting

Enterprise Leasing meeting

Reaching Forward South meeting to determine alternative dates

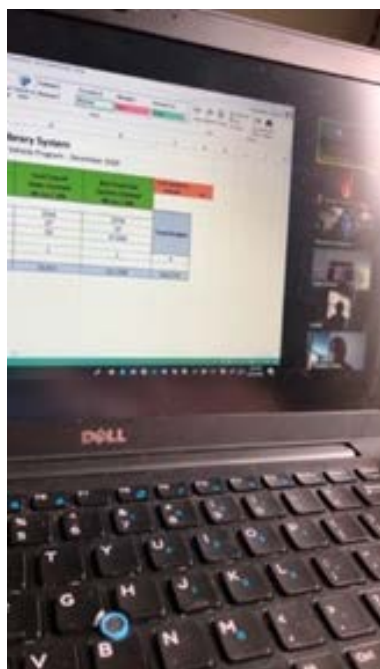
Lyngsoe meeting regarding UV light for materials

IMLS (Institute of Museum and Library Services) and CDC (Center for Disease Control and Prevention) COVID-19 webinar

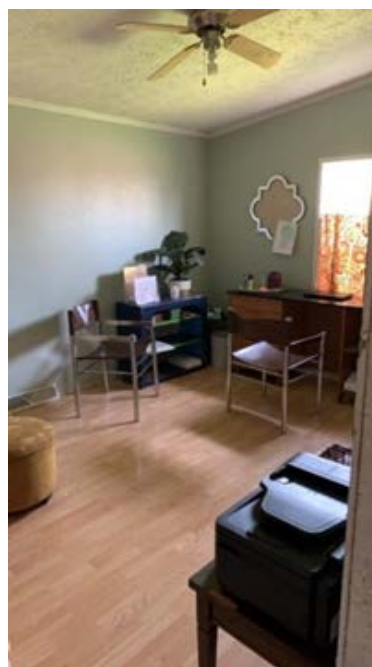
Budget meeting

RAILS (Reaching Across Illinois Library System) Remote workers webinar

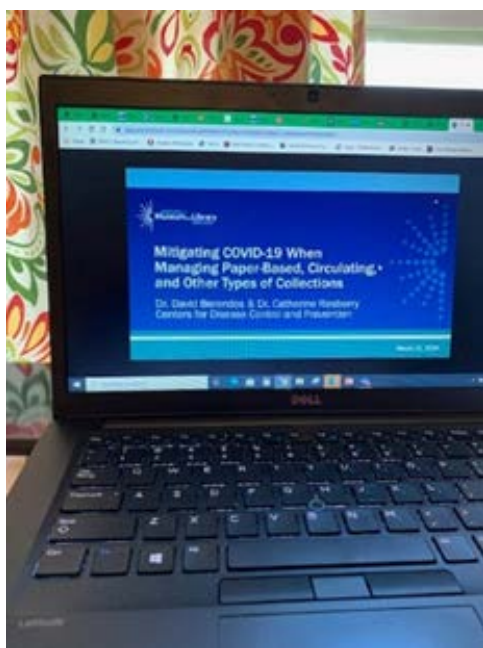
Yes. The world has changed as we knew it. I am in more meetings than normal. IHLS Delivery needs to be seen. Our member libraries are going through challenging times and need to know that we are here. I have been reading, reading, reading the recommendations for safe material handling. We are in a rather unique situation where we touch all libraries' items. And, keeping that in mind, we will be having a delivery task force meeting to help make sense of this pandemic. We need to make sense of how to reduce exposure for our staff and libraries. While I would never ever wish for this situation, I think there are learning opportunities for us. I believe that after we come back, we will have new processes that will make delivery not only better, but also safer and cleaner.



Enterprise Zoom Meeting



Newly Painted Home Office



IMLS/CDC Webinar



Daily Walk



SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Wow, what a month! March came in like a lamb, and left like a lion. SHARE staff were working to gather data for budget and the operational plan, and after a successful PLA, there were several communications with vendors, including a meeting with RBdigital. Our focus started to dramatically shift as circumstances changed. There were the intricacies of adding closed dates, removing the holds routing tables, holding emergency meetings, participating in bi-weekly directors chats, coordinating communications to both patrons and members. As I am sure many of you can relate, as soon as we thought we had a plan, it flew right out the window as circumstances rapidly escalated! Amid this confusion, SHARE staff began working remotely, as they continued to meet the increased demand to answer questions and provide exceptional service to our members.

In addition, we still completed our necessary work for budget and strategic planning, and onboarded two new staff members. The first was Dena Porter, who officially started in the new role on March 16. What an interesting time to start a new job! The second was a new Cataloging Maintenance Center (CMC) cataloger, Heidi Margold, who started with SHARE and CMC at the end of the month. We were also very happy for another CMC cataloger, Vince Andrejewski, as he retired on March 31. We will certainly miss his smiling face!

LLSAP (SHARE) GOAL:

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

- SHARE Circulation & Resource Sharing Committee met on March 4.
- SHARE Finance & Policy Committee met on March 12.
- SHARE Executive Council met for an emergency meeting on March 16. There were 90 attendees at that meeting as we developed strategies to manage the pandemic.
- SHARE eResources Committee meeting on March 23 was canceled and will be rescheduled for a later date.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Members have gone above and beyond communicating with SHARE, IHLS, and each other via listservs, meetings, and directors' chats. It has been wonderful to see our colleagues sharing information, providing support, and communicating their needs to us.

E-RESOURCES GOAL:

Increase familiarity with and utilization of eResources.

- At the next eResources committee meeting, members will be tasked with reviewing both a mobile app for SHARE as well as a PAC overlay product called ChiliFresh. In addition, Lesley Zavediuk has been working on annual agreements for SHARE eResources, including a potential change to RBdigital that will add a great deal of value to our members.
- Worked with PressReader and RBdigital to make products available for library staff to demo.
- Worked with cloudLibrary to make eResources available to all SHARE members. Increased purchasing from once per week to three times per week to help manage demand and made optional increases to shared collection funds available.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Since the closure of libraries, IHLS staff has worked diligently to be responsive to the questions, concerns and needs of member libraries. Using all the tools we have on hand, every effort has been made to provide support to IHLS libraries.

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.

- The certification process was nearing completion before libraries closed in response to the COVID-19 pandemic. At this writing, the process has been suspended for 2020.
- On March 5th, Ellen Popit visited the Hillsboro Correctional Center to discuss system membership.
- On March 9th, Ellen Popit and Anna Yackle visited the Vandalia Correctional Center to discuss system membership.
- On March 9th, Ellen Popit and Anna Yackle attended the board meeting of the Ramsey Public Library.
- On March 13th, Ellen Popit and Cassandra Thompson met with Anthony Pettiford regarding the creation of a special library in Washington Park.

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.

- As libraries began to shut down due to COVID-19, the need for networking opportunities became ever more vital. A Director's Chat was held on Wednesday, March 18th, to give libraries an opportunity to gather together virtually and discuss the issues being faced. Director's Chats were then scheduled every Monday and Thursday afternoon and all have been well attended

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- On March 7th, Ellen Popit and Anna Yackle attended the Trustee Day sponsored by the Illinois Library Association at the Illinois State Library.