

FY2017 Staff Activities Report – May 2017 Activities

Demonstrating our commitment to the IHLS Plan of Service

This monthly report documents how staff activities are tied to the IHLS Plan of Service. At the beginning of each section is a narrative for each service, followed by the priorities and goals of each department. The number(s) in parenthesis behind an activity reflects which goal(s) it is tied to. Additional activities are those which go above and beyond reaching our Plan of Service goals and demonstrate the hard work and dedication of the IHLS staff.

Administrative Service:

Implementation of three-year plan to improve member services. Assessment and modification of communication paths with all IHLS stakeholders. Continued training and implementation of additional modules in the Abila software.

Administrative Service Priorities

COMMUNICATIONS

Goal:

1. **Goal: Effective and efficient communication with IHLS stakeholders**

Activities tied to goals:

- A Members Matter meeting was held in person and also via VTEL and Zoom.
- Meetings were held on the rebranding/advocacy project.
- Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter and shared on Facebook.
- One (1) grant/award opportunity was added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- One (1) new vendor discount was added to the Vendor Discount page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, Moving Forward Together, sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

HUMAN RESOURCES/FINANCE

Goals:

1. **Support and development of IHLS staff**
2. **On time delivery of financial reports**
3. **Continued implementation of Abila financial management software**
4. **Effective and efficient communication with IHLS staff**
5. **Assist Operations department**
6. **Support resource sharing**

Activities tied to goals:

- Prepared IHLS Funds FY2017-2018 Operating Budgets and Narratives. (2)

- Prepared April 2017 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, Balance Sheet, and Cash Position Analysis for IHLS Finance Committee and Board of Directors. (2)

Live workshop or online training (1)	Format	# of staff
60 Minutes of Photoshop Secrets	Webinar	1
Creativity:06. Staying Creative	Webinar	1
Critical Thinking	Webinar	1
How to deal with Employee complaints/concerns	Webinar	1
Photoshop CS6: Brush techniques	Webinar	1
Photoshop CS6: Basic	Webinar	1
Photoshop CS6: Production	Webinar	1
Strategic Problem Solving for better decision making	Webinar	1
The 5 Values of Great Customer Service	Webinar	1
Mistakes Leaders Make: 6 wrong ways to manage	Webinar	1
100 Ways to motivate others	Webinar	1
Commonly Misused Words - Skills and Drills	Webinar	1
Customer Service Episode 7: Dealing w/irate customers	Webinar	1
Email Etiquette Infographic	Webinar	1
Grammar Shootout - Skill Builder Game	Webinar	1
Handling the Difficult Customer	Webinar	1
How to improve a situation with an upset customer	Webinar	1
How to Reduce Anxiety	Webinar	1
Leaders Learning: How not to manage	Webinar	1
Leadership and Stress	Webinar	1
Motivating Employees: Part 1	Webinar	1
Sending an Email	Webinar	1
Sentence Construction: Skills and Drills	Webinar	1
Using Numbers in Sentences: Skills and Drills	Webinar	1
Create an Ergonomic Workstation	Webinar	1
Writer Effective and Appropriate Emails	Webinar	1
Copywriting for the Web: Today's Best Practices	Webinar	1

Additional activities:

- Prepared and processed two payrolls.
 - Generated and mailed 175 accounts receivable invoices.
 - Received and posted 183 accounts receivable cash receipts checks.
 - Received and entered 191 accounts payable invoices.
 - Disbursed 110 accounts payable checks totaling \$216,807.63.
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IT

Goal:

1. **To provide the IT support necessary for IHLS to function efficiently**

Activities tied to goal:

- Started communication with Abila on compatibility of timeclock hardware with their software. IT is looking into different machines for connecting to the software.
- Added many new H323 video sites to our Zoom configuration to allow more sites in Illinois to be connected to our Zoom meetings. We are still limited to 10 concurrent connections, but the number of potential sites is unlimited.
- SHARE and IHLS Member portal development is in full swing and progress is being made.
- Decatur Public Library is installing new Radio Frequency Identification (RFID) sorting machines, and SHARE Admin staff along with IT staff have been working to make sure the hardware talks to Polaris correctly.
- SAM10 is installed for libraries that use it, and it is being deployed to those sites by Lazerware, an IT vendor out of St Louis.
- Billing information for Dreamhost, Filtering, and SAM were submitted to finance department.
- Microsoft Teams has been deployed in-house, and we are training staff on its use.

BOARD SUPPORT

Goals:

1. **Refine process for future board and committee meetings**
2. **100% state and federal compliance for IHLS/Board and appropriate IHLS staff**

Activities tied to goals:

- Send committee meeting calendar to board members (1)
- Ensured oncoming board members have completed OMA certification (2)

Additional activities:

- Sent Annual meeting invitations to legislators, retirees and vendors

Bibliographic Access:

As a cornerstone of resource sharing, Bibliographic Access services in FY2017 will promote:

- *The availability of bibliographic support in a variety of methods including cataloging and database maintenance for the SHARE Consortium, cataloging training for SHARE members and statewide support through the Cataloging Maintenance Center.*
- *Access to digitized information found in Illinois libraries and at IDA (Illinois Digital Archives) by providing information on formation and content of Metadata.*

Bibliographic Service Priorities

CATALOGING SERVICE FOR SHARE

Goals:

1. **To provide cataloging service for SHARE member libraries**
2. **To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database**

Activities tied to goals:

- Staff cataloged 641 items for SHARE member libraries. (1)
 - Staff imported 257 \$3 bibs for SHARE member libraries. (1)
 - Staff created 148 on order bibs for SHARE member libraries (1)
 - Staff cataloged 504 items for new member libraries joining SHARE (1)
 - Staff merged 658 bibliographic records, clean up/corrected 3,155 bibliographic records, and corrected/cleanup 75 item records. (2)
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CATALOG TRAINING

Goal:

1. **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**

Activities tied to goal:

- SHARE bibliographic services staff taught 5 cataloging related classes, and hosted one Cataloger's Training Session. (1)
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CATALOGING MAINTENANCE CENTER

Goals:

1. **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**
2. **To support access to digitalized information found in Illinois libraries and at IDA by providing information on formation and content of metadata**

Activities:

- Staff continue editing transcriptions for scrapbooks for the Lombard College. (2)
 - Staff attended webinar on metadata. (2)
 - CMC staff cataloged 212 items for libraries in Illinois. (1)
 - CMC staff created 14 NACO name authority records for improved user access. (1)
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TMQ (THE MARC OF QUALITY)

Goals:

1. **Improve the quality of the SHARE database, thus improving user access to information resources**
2. **OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing**

Activities tied to goals:

- Holdings were added to OCLC for SHARE members. (2)

Resource Sharing:

- *Highlight the focus on full participation in resource sharing as required by the revised system standards.*
- *Make a system-wide effort to use multiple channels of communications and formats of continuing education to ensure libraries are familiar with the revised ILLINET Interlibrary Loan Code.*
- *Continue the development of our LLSAP through the promotion the advantages of membership in SHARE. Of particular focus will be a concerted effort to raise awareness and participation from any ILLINET member, regardless of library system affiliation. Additionally, the work to bring transitional members to the point of going live on SHARE will involve a significant amount of staff time and attention.*
- *Continue to enhance and improve services for existing LLSAP members through attention to current practices and policies and being alert to opportunities for improvement that might present themselves during the fiscal year.*
- *Research and review E-Resources that would be beneficial to our stakeholders. E-Resources that are adopted for system use will be promoted throughout the system with the expectation of increased participation.*

Resource Sharing Priorities**LLSAP (SHARE)****Goal:**

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

Activities tied to goal:

- Staff participated in SHARE Executive Council meeting
- Staff participated in the SHARE Finance/Policy Committee meeting
- Staff participated in the SHARE Bibliographic and Cataloging Standards Committee meeting

LLSAP DEVELOPMENT**Goal:**

1. **Increase members participating in SHARE**

Activities tied to goal:

- Met with Cairo Public Library, Dodge Memorial Public Library, and Mounds Public Library, regarding the Wal-Mart grant and joining SHARE to meet the goals established by the Illinois State Library
- McCoy Memorial Library went live on Polaris

E-RESOURCES**Goal:**

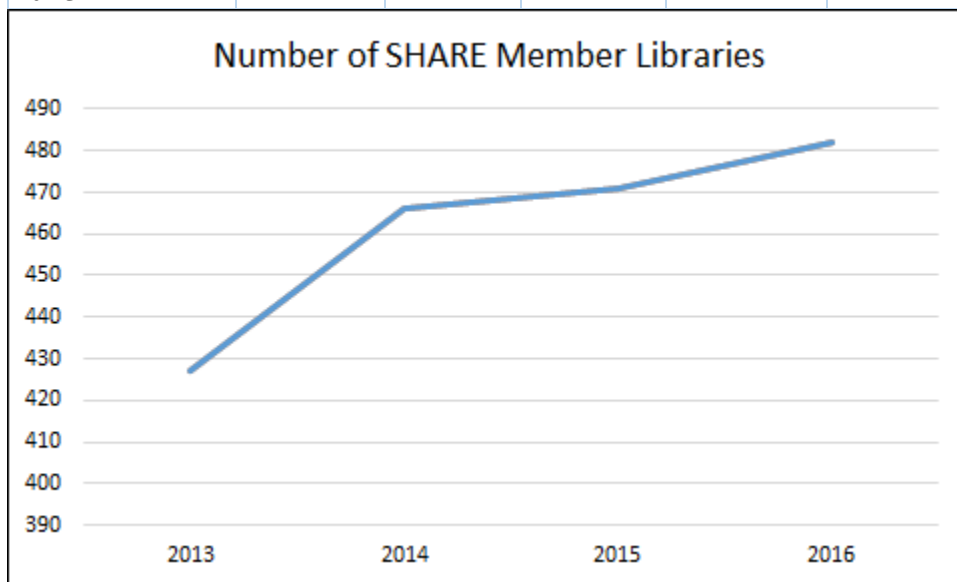
1. **Increase familiarity with and utilization of eResources**

Activities tied to goal:

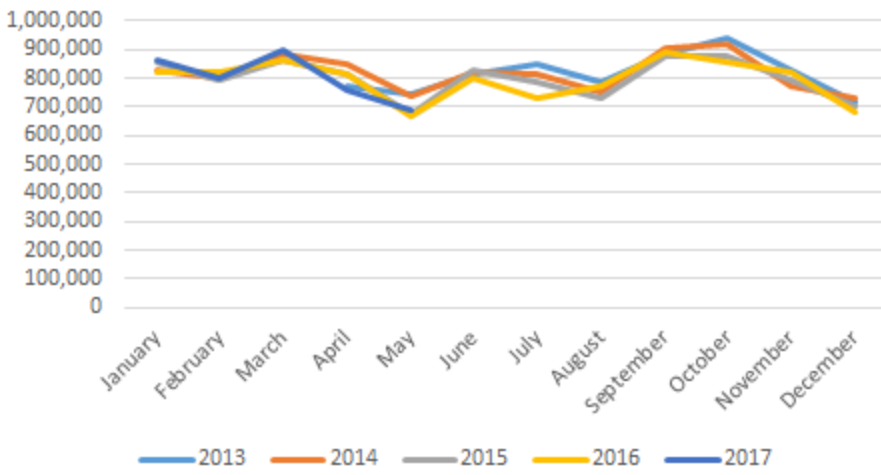
- The Cloud Library shared collection circulated 31,352 items in the month of May. (1)
- Cloud Library renewals were completed. All participating libraries renewed for FY2018. (1)
- Cloud Library training was provided for Patoka Public Library who will be joining the group starting July 1. (1)
- Zinio for School Libraries renewals were completed. Five individual school libraries and two school districts will be participating in FY2018. (1)
- Staff presented at the Six Mile Regional Library District Staff Development Day on Friday, May 12. General eResource tips and tricks were shared. (1)

SHARE Statistics

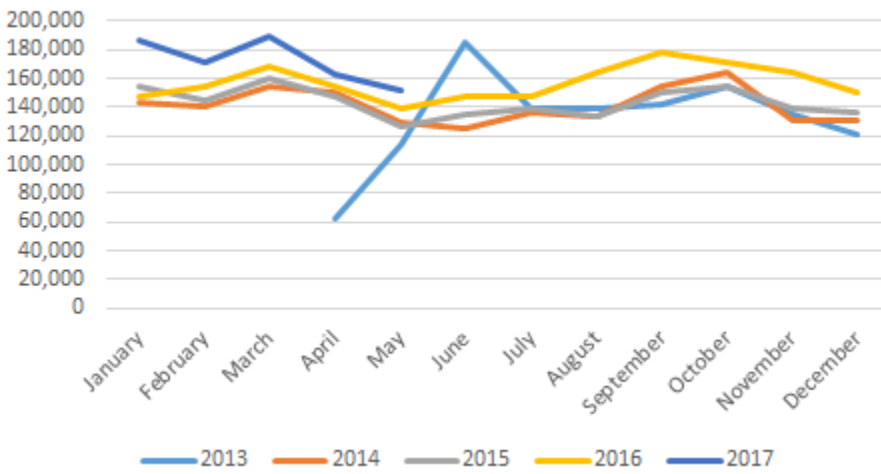
	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
July - 16	732,014	147,853	67,944	1,022,861	9,240,186	1,843,617	817,164
Aug - 16	770,064	164,585	60,333	999,263	9,270,779	1,828,926	820,638
Sept - 16	893,619	177,648	61,127	919,900	9,294,272	1,842,936	812,870
Oct - 16	856,619	171,240	56,668	881,243	9,309,983	1,845,810	814,219
Nov - 16	819,181	164,705	52,150	801,306	9,321,947	1,848,249	814,357
Dec - 16	681,303	150,605	46,402	815,326	9,323,317	1,847,422	814,693
Jan - 17	862,751	186,851	52,758	897,795	9,330,945	1,849,837	816,146
Feb - 17	801,069	171,320	51,303	809,065	9,338,607	1,842,104	815,965
Mar - 17	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
Apr - 17	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
May - 17	686,822	152,452	55,730	767,561	9,343,291	1,849,368	809,673
June - 17							

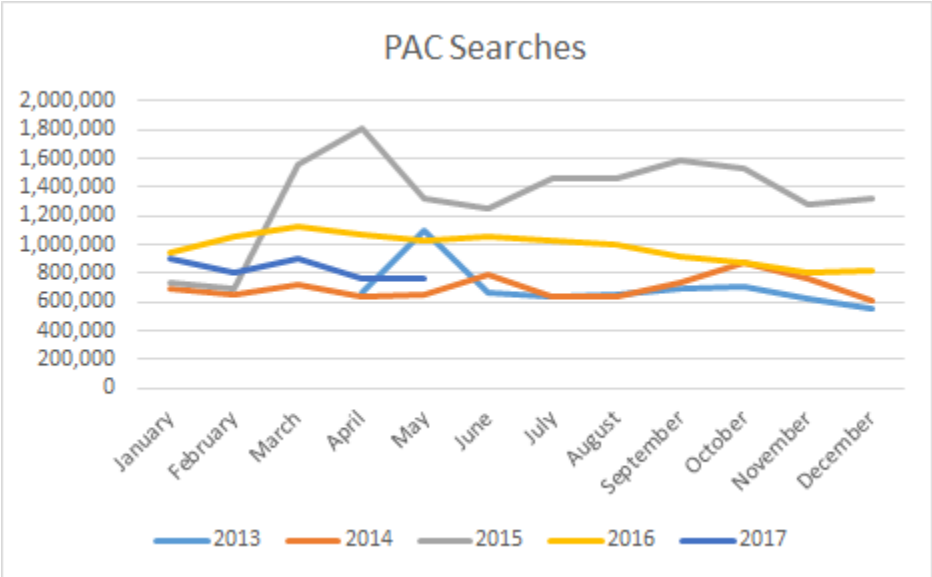
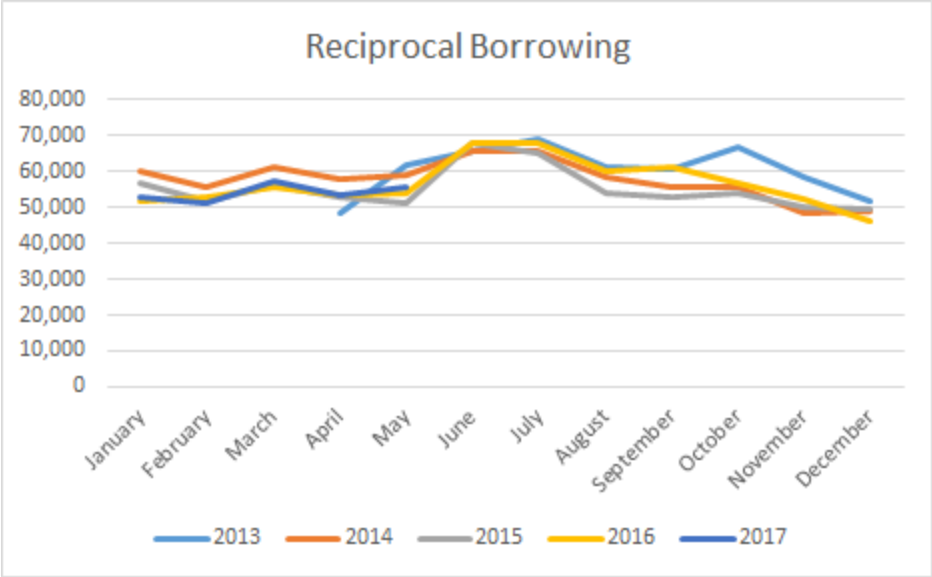


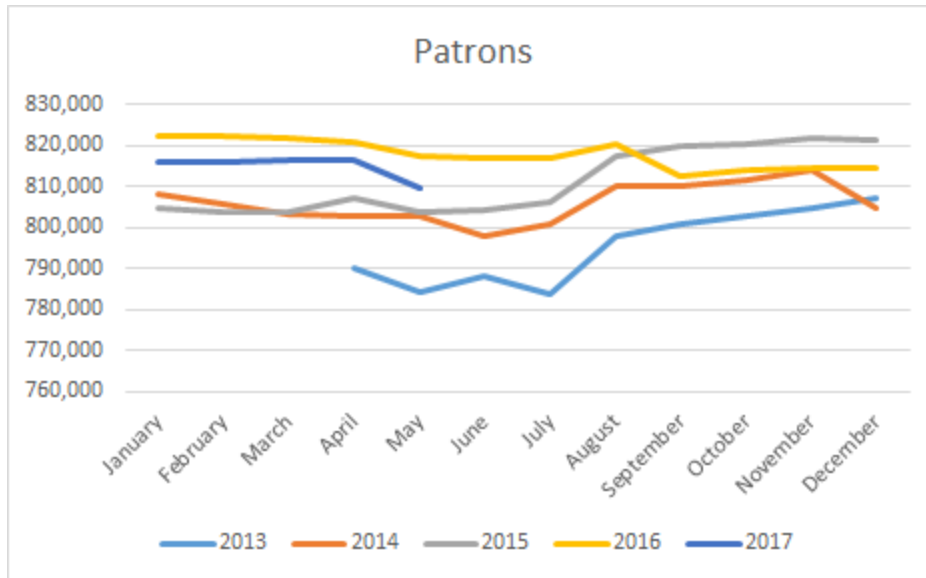
Circulation



Interlibrary Loan







Consulting and CE:

The value of consulting and continuing education opportunities have been voiced loud and clear by our members for the past five years. As these services begin to grow back, efforts will be designed to:

- *Hit the target of site visits to 20% of our member libraries (102 agencies). Agencies would include public libraries with new directors, struggling school districts and responses to specific invitations from library agencies who would like assistance with understanding and complying with State Statutes and Administrative Rules as well as system bylaws, policies and services.*
- *Support training on the revisions of the ILLINET Interlibrary Loan Code.*
- *Continue the development on an annual IHLS Member Day.*
- *Craft no-cost or cost-recovery continuing education opportunities for our members that comply with ISL directives.*
- *Encourage member awareness of and participation in regional, statewide and national professional development opportunities as they present themselves.*

Consulting and CE Priorities

CONTINUING EDUCATION

Goal:

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

Activities tied to goal:

- SHARE staff conducted 11 training sessions for staff of member libraries, on cataloging and circulation

Additional activities:

- The third annual IHLS Member Day was held, with an emphasis on Advocacy for all library types.

DELIVERY:

The focus of delivery services offered by the Illinois Heartland Library System in FY17 these services will include:

- *Compliance with the recommendations of the Illinois Statewide Delivery Committee.*
- *The availability of 5 day a week delivery using zoned routes and SHARE software.*
- *A revised web presence.*
- *A help desk designed to provide responsive customer service.*
- *Efficient tracking of delivery statistics through the in-house creation of an app that will allow data to be input throughout the day and uploaded on a regular basis.*
- *Please see the Delivery Revenue table at the end of this document.*

Delivery Priorities

DELIVERY SERVICE

Goal:

1. **Efficient provision of delivery services designed to support resource sharing among IHLS members**
2. **Provision of accurate information and educational tools to support delivery**
3. **Accurate member library data in L2**

Activities tied to goals:

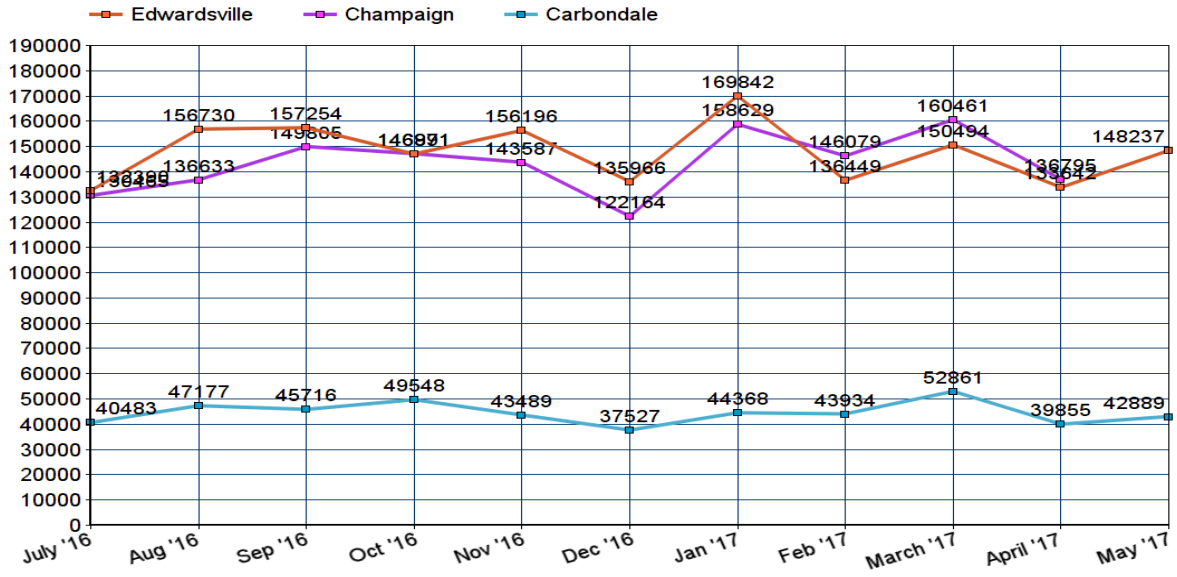
- Attended "How to Captivate and Engage Constituents with Your Website" online. (2)
- Met with Mark Hatch (RAILS), Stephen Strohl (Mobius) and Zach Schleifer and Joshua Pistolas (LASA/SIUE) in preparation for the ALA Poster Session, "Delivery Moves". (2)

Additional activities:

Delivery Statistics

May 2017	IHLS LIBRARIES Delivery	IHLS HUB to HUB Delivery	ILDS - CARLI Delivery
Carbondale	56,555	13,360	693
Champaign	216,713	24,240	1,585
Edwardsville	232,006	30,080	2,091

July 2016 - April 2017 Items Incoming



These numbers represent the total number of items that each hub processes monthly.