

Director & Staff Activity Report



Illinois Heartland Library System

October 2020



Administrative Report

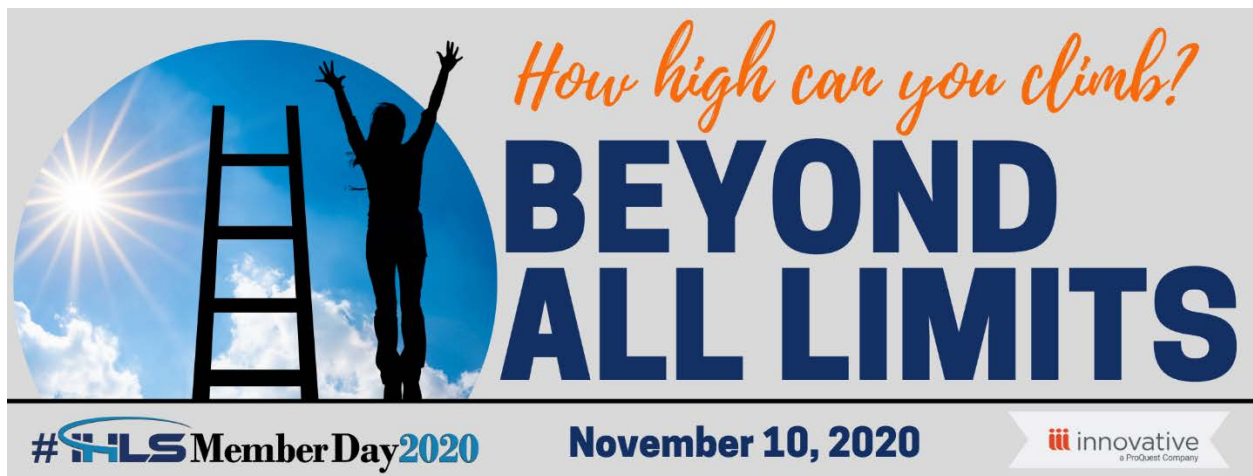
ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATIONS GOALS:

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

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



Highlights

With the exception of preparing for and managing the Illinois Library Association conference and managing regular monthly tasks, such as newsletters and social media, October was almost completely dedicated to Member Day preparation. The marketing coordinator co-managed the Member Day 2020 sponsor recruitment and communication, designed and developed the Member Day 2020 promotional webpages and event-day webpages, handled email marketing, and assisted the communications coordinator with website graphics, among other duties. The communications coordinator designed web banners, created 'video' posts and other graphics, planned and designed social media content, and prepared for acting as an event-day room monitor, among other tasks. Additionally, SHARE staff continued to publish the consortium's announcements and newsletters.

Promotion:

- Advocacy:
 - Cataloging Maintenance Center (CMC)
 - Services brochure updated with FY2020 stats
- CE & Networking events/opportunities:
 - IHLS
 - Directors' Chats (multiple)
 - Member Day (multiple emails and social media posts: registration priority deadline, apparel sale, final days, etc.; webpages: updating sponsors/prizes/sessions/etc., event day lobby/schedule page,)

General Communications:

- IHLS
 - Delivery Quarantine Reduced to 5 Days
 - IHLS Staff Connection 10/30/2020
 - Member Connection 10/13/2020
- SHARE:
 - Polaris 6.6 upgrade (multiple)
 - Leap Login Issues
 - SHARE Newsletter 10/12/2020

Grants

- Carnegie-Whitney Grant
- Will Eisner Graphic Novel Grants for Libraries

Training events attended by department staff

- The Association for Rural & Small Libraries (ARSL) annual conference, SOAR with Libraries
- Nonprofit Marketers Network: Spectrum Conference 2020

Social media insights:

- Facebook: 48 posts in October
 - Awareness: 9,363 total post reach, 195 average post reach, 7,230 total post impressions
 - Engagement: 675 post engagements, 14 average post engagements
 - Change: +11 Followers
- Twitter: 14 tweets in October
 - Awareness: 2,495 tweet impressions or 80 impressions per day
 - Engagement: 24 post engagements, .8% post engagement rate
 - Change: +3 followers

BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

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

- Coordinate signatures on required documents
- Finalize preparations for 2020 Member Day
 - Final attendee count to cookie vendor
 - Work with apparel vendor to extend sale
 - Follow up with planning team members on sponsors/vendors, prizes, IT support, presenters and sessions, marketing and communications



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

Recruiting

Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, monthly staff newsletters, and member newsletters.

Current open positions:

- Carbondale – 2 courier positions
- Champaign – 2 courier positions
- Carbondale or Edwardsville – Cataloger

We are moving forward with contacting applicants for the Cataloger position. Zoom interviews have been set up for next month and we will be working closely with the SHARE department to hire the most qualified person for the position.

Additionally, a temporary staff member has been brought on board to help the Finance team as a member of the team will be out on leave for the next few weeks. This temporary person will also assist Human Resources on a part-time basis to ensure all departmental duties are completed timely and efficiently.

Workplace Safety COVID-19 Protocol

Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. As this virus is seeing a surge, we are experiencing a higher volume of questions, concerns, and exposures in this area. We are maintaining compliance with the Family First Coronavirus Response Act and processing time off in accordance with the IHLS Emergency Paid Sick Leave Policy.

Benefits Open Enrollment

Human Resources is working in partnership with Finance to get final numbers for the 2021 open enrollment benefits package. We are preparing documentation to begin an efficient and smooth roll out to staff members so that they may choose the benefit options that best meet their family needs for 2021. Our open enrollment will now be based on a calendar year, January through December, to make it easier for families to track annual deductibles.

Continuing Education

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 below chart outlines course completion for October 2020.

Live workshop or online training	Format	# of staff
Sexual Harassment and Discrimination - Employees	Gallagher 360	37
Sexual Harassment and Discrimination - Supervisors	Gallagher 360	8
SwiftUI Essential Training - 5h	Lynda.com	1
Learning Combine with Swift - 2h	Lynda.com	1
Introducing App Development for iOS - 1h	Lynda.com	1

We are working with Hollaback Training to confirm an official date of Bystander Intervention in the Workplace training projected for January 2021. An internal team has been formed to assess if this training would provide value to our member libraries. The team will attend a 30-minute introduction to the training, on November 23, to make a proper assessment for possible roll out to member libraries.

Human Resources attended both the Association for Rural and Small Libraries (ARSL) and Illinois Library Association (ILA) Conferences to gain a better understanding of the library industry and the challenges that library staff encounter on a daily basis.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

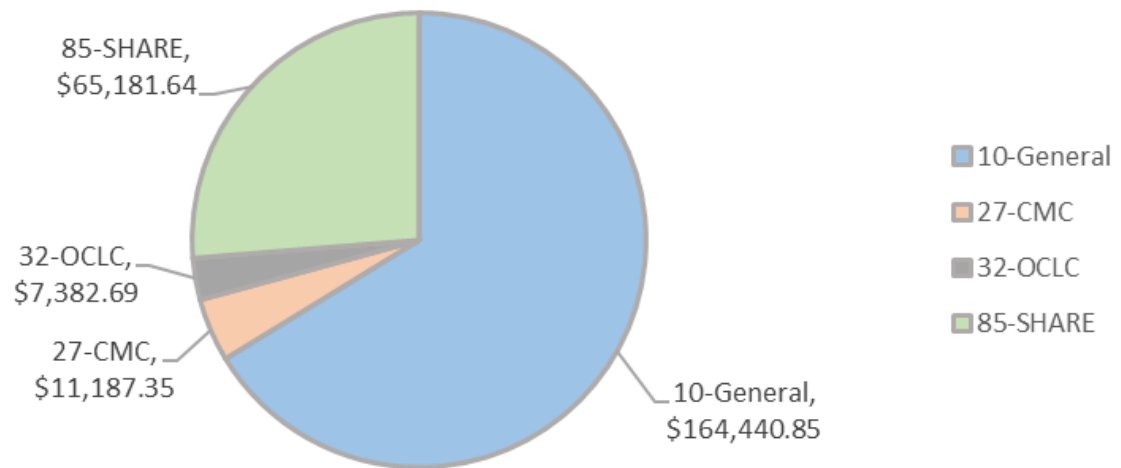
Aside from our normal duties, we have been working on the implementation of the OpenGov software. This has been a very exciting project for us. The program has so many benefits and possibilities for the organization. It will be a great tool for creating and managing the budget and we are thrilled to discover all of its possibilities.

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-5 meetings.
- Attended an IHLS Member Day meeting.
- Attended the Financial Oversight Guidelines for Non-Financial Library Managers & Leaders webinar.
- Attended a meeting with representatives from OpenGov.
- Attended a meeting with a representative from Paycom.
- Attended a meeting with a representative from Arthur Gallagher.
- Attended an IMRF webinar.
- Filed federal and state quarterly 941 payroll tax reports.
- Prepared and submitted quarterly Grant reports to the Illinois State Library.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed three payrolls in October.
- Prepared September 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 232 accounts receivable invoices (OCLC: 13 Monthly, 5 Quarterly, and 101 Transactional; SHARE: 2 Monthly, 4 Transitional, 30 Quarterly, 56 Quarterly Cataloging/Barcoding, 2 Bibliographic Services, 5 Additional Modules, 5 Cloud Subscriptions, and 8 Cloud eBook Purchases; General: 1 ILDS Project).
- Received and posted 202 accounts receivable cash receipts checks totaling \$1,637,601.53 (OCLC: 114, SHARE: 77, and General: 11).
- Received and entered 74 accounts payable invoices.
- Disbursed 71 accounts payable checks totaling \$248,192.53.

A/P Invoices Paid October 2020





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Member Day on Nov. 10, 2020 was a huge success. The staff of the IT department gathered together at the Carbondale office where there was room to remain physically distant and still communicate with each other verbally. We were very happy with the Zoom platform for this and while it took a lot of supervising, it went really well. Big thanks to our room monitors Zach Henderson, Pam Thomas, Sarah Taylor, and Julia Pernicka for monitoring rooms. Room monitors were our frontline eyes and ears for each session. They interacted with the presenters before the meeting to make sure everything was ready to go. They allowed participants to enter the rooms at the appropriate time and also communicated with the IT staff if there were any issues. Also, John Knirr deserves a spotlight for his meticulous work in getting everything set up. John was critical in the success of the day and setup all the Zoom rooms and settings prior to the event. This allowed presenters to practice in the rooms they'd actually be in and we could setup poll questions and other settings exactly how the presenters wanted. Many people made Member Day a success and I'm sure they'll be thanked in other ways, but I wanted to highlight the technical team for their work.

The upgrade to Polaris 6.6 happened on schedule and without major incidents. The only issue that wasn't detected was that some libraries had a bookmark to LEAP, the web-based interface for the Polaris staff client, that was no longer valid and needed to be updated. A big thanks to Dena Porter for her willingness to learn new things during this process. She's an asset to the SHARE group.

There is no update on the IHLS website upgrade at this time.

Goals:

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

- Planning continues on the website design.



BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

October was a busy month for virtual conferences. Several catalogers attended the Association of Rural and Small Libraries (ARSL) Conference. All catalogers attended the fortieth anniversary Online Audiovisual Cataloging (OLAC) Conference which focused on cataloging non-book formats. There were sessions on cataloging audio recordings, videos, cartographic materials, archival materials, video games, scores, digital resources, kits and games, plus other important topics such as ethical cataloging and project management. This is the cataloging conference that all IHLS cataloging staff look forward to attending every other year.



The Illinois Library Association (ILA) Conference completed the busy conference month. Cataloging Maintenance Center (CMC) staff attended sessions, had a virtual CMC booth, and presented a session. SHARE catalogers helped man the IHLS booth and attended sessions as well.

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 430 items for SHARE member libraries.
- Imported 325 \$3 bibs for SHARE member libraries.
- Created 36 on order bib records for SHARE member libraries.
- Cataloged 138 items for new member libraries joining SHARE.
- Merged 174 bibliographic records, cleaned/corrected 2,469 bibliographic records, and cleaned/corrected 1,273 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 (Resource Description and Access), OCLC, and Library of Congress.

- Taught the monthly Catalogers Training Session.
- Conducted 3 online Barcoding I classes for members.
- Referred new library staff to recorded catalogers training sessions for item record training.
- Handled over 267 emails and contacts.
- Reviewed and imported 17 files with a total of 68 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 Illinois Heartland Library System (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 9 NACO name authority records for improved user access.
- Cataloged 172 items for libraries in Illinois.
- Continued working on an oral history project for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Taught an online audiovisual cataloging course with 17 students registered.
- Presented an ILA session as part of a panel genealogy discussion entitled *Looking at the Past for Your Future*.
- Continued working on the OCLC Member Merge Project which will allow catalogers to merge duplicate OCLC bibliographic records.
- Presented an Online with the CMC session called *Punctuate the Positive or Eliminate the Negative* which focused on punctuation in the bibliographic record.
- 1 staff member attended a four-week class offered by Library Juice Academy called *Beyond the Basics* which focused on cataloging DVDs, Blu-ray discs, and streaming videos.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

As I was beginning this October Activities Report, I kept having this thought that we were going in circles. I will admit, I wasn't thinking of the circles as a good thing. Then I found this quote: **"We are not going in circles; we are going upwards. The path is a spiral; we have already climbed many steps."**

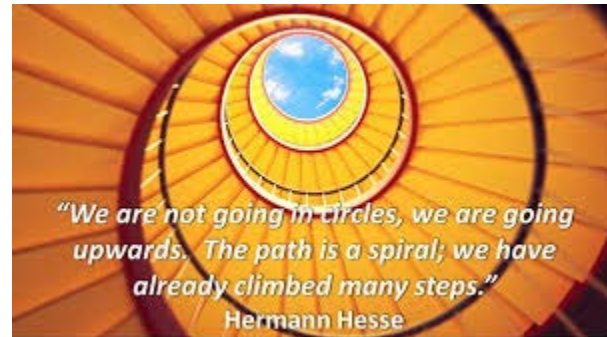
I realized that it is true. Yes, it feels like we are going in circles, but it is an upward spiral.

How delightful! We have made progress since COVID-19 hit. We have been able to be flexible and switch our processes. We have been able to create ways to do what we do best with temperature-taking machines, masks, dedicated hand washing times, and let me not forget the disinfecting sprays. We have sprayed and sprayed surfaces to keep them clean.

We have followed the science and are quarantining items for 5 days. We keep watching reputable sources such as the Illinois Department of Public Health (IDPH), Centers for Disease Control and Prevention (CDC), REALM Project (REopening Archives, Libraries and Museums); testing on items specific to these institutions, and the Environmental Protection Agency (EPA) for the most up-to-date COVID-19 information and guidance. And let us not forget, we also follow Governor Pritzker and state law.

Delivery was able to meet with our insightful Delivery Working Group (we have got to get a name for us!), which includes 10 member libraries plus IHLS staff. We met to discuss the direction that the information is leading us, and what does that look like for our services? In October, we decided to drop from 7 days to 5 days of quarantine. We are still housing the tubs for libraries that need us to. Before further reducing tub quarantine time, we agreed that we would give the Illinois Department of Public Health time to respond to the letter from Greg McCormick of the Illinois State Library and David Jones of the Illinois Archives, which requested guidance on many items including quarantine times and library patron capacity. The reality is that the IDPH is busy—very busy—and Illinois seems to be getting hit with more cases. If we have no guidance from the IDPH by December, then we will reconvene with the working group, look at the science available, and make another decision to either reduce the quarantine time or remain at 5 days. Here are some sources we have used to try to educate ourselves:

- <https://www.wired.com/story/its-time-to-talk-about-covid-19-and-surfaces-again/>
- <https://www.oclc.org/realm/research/lab-testing.html>
- <https://www.webmd.com/lung/news/20200903/coronavirus-on-surfaces-whats-the-real-risk>
- [https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(20\)32345-X/fulltext](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)32345-X/fulltext)



We are still working on the Edwardsville remodel project and the Champaign ADA-compliant bathroom remodel, although construction has not begun. Delivery staff representatives attended several conferences, as well, including the Illinois Library Association (ILA), Association of Rural and Small Libraries (ARSL), and the Association of Bookmobile and Outreach Services.





SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Autumn has arrived and with it, (virtual) conference season! SHARE staff started the month at the Association of Rural and Small Libraries (ARSL) conference, catalogers attended the Online Audiovisual Catalogers (OLAC) conference, and a large contingent attended the Illinois Library Association (ILA) conference. In the interim, we are also starting to get excited about IHLS Member Day!

In addition, it was an especially busy SHARE committee month, with all committees except the SHARE Finance & Policy Committee meeting in October.

10/1/20	IHLS Directors' Chat
10/5/20	SHARE E-Resources Committee
10/7/20	SHARE Executive Council
10/8/20	SHARE Circulation & Resource Sharing Committee
10/8/20	IHLS Directors' Chat
10/9/20	SHARE Bibliographic & Cataloging Standards Committee
10/15/20	IHLS Directors' Chat
10/19/20	SHARE E-Resources Committee
10/23/20	IHLS/RAILS E-Resources Meeting
10/29/20	Met with both Capira and Solus to discuss a SHARE mobile app

LLSAP (SHARE) GOAL:

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

- Our reports specialist, Terry Moreland, created a series of six reports for our academic librarians to help them complete the Association of College and Research Libraries annual report, based on a member request.
- Continue to assist libraries in managing/recovering lost items due to the shut down.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Sent a packet of information to a potential member.
- Met (virtually) with a potential member about interlibrary loan options.
- Met (virtually) with an existing member to counsel them in regards to a potential ILS migration that is out of their control.

E-RESOURCES GOAL:

Increase familiarity with and utilization of e-resources.

- cloudLibrary users checked out 36,204 owned titles and 1,401 pay-per-use titles in October.
- The SHARE E-Resources Committee investigated different mobile app options for SHARE.
- Worked to implement IHLS public library members mini-grants to provide e-resources access through either cloudLibrary or Axis 360/eRead Illinois.
- Planned a cloudLibrary marketing campaign to assist members in a large push to advertise digital resources to their patrons.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

October saw more “virtual” conferencing as the Association for Rural and Small Libraries (ARSL) Conference concluded and the Illinois Library Association (ILA) Conference was conducted. Both agencies provided meaningful professional development to our libraries in the most challenging of times and we can assume that lessons learned in this virtual environment will be carried forward.

It is worthy to note here that since March, system staff and membership have taken full advantage of professional development opportunities as they have presented themselves. With the flexibility of many virtual offerings, and the change in library foot traffic, the ability to access these events has not gone unnoticed.

Although not as intense as the first ten days of November, much work was done on Member Day in the last weeks of October, particularly with regard to solidifying arrangements with presenters and monitoring registration.

It is encouraging to see Networking events start to appear on the calendar again and system staff participated in two events during the month of October. They were:

- The East Central Libraries Networking Group on October 28th
- The Metro-East Library Managers Group on October 29th

All participants have been happy to have these virtual spaces in which to connect with one another.

