



# DIRECTOR & STAFF ACTIVITY REPORT

## AUGUST 2018

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

## ADMINISTRATIVE STAFF ACTIVITIES

### COMMUNICATIONS

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

- Supported Members Matter meeting on August 7 at the Decatur Public Library. The session was attended by close to 40 members either in Decatur or online using Zoom.
- Several promotional materials, including the funding infographic, man in tunnel promo piece and CMC postcard were updated and printed.
- Created a poster with the Illinois System Map, and one for Member Day.
- Created and sent a press release for the new Board President.
- Created and ordered business cards for board members.
- Created a new 'Fast Facts' infographic.
- Ordered promotional swag for upcoming events.
- Three (3) grants were added to the Grants page on the IHLS website. Two (2) vendor discounts were updated.
- Along with the IHLS Member Connection newsletter being redesigned, the Announce listserv was uploaded to Mailchimp and the newsletter was sent out directly from Mailchimp. This will allow communications team to better track statistics and digital click-through rates.
- 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 and Twitter.
- Facebook – Posted 30 times in August with an average reach of 224. The post with the highest reach (926) was when we shared photos of the shirt that Pinckneyville Public Library had made for their summer reading program.
- Twitter – There were 13 tweets with an average tweet



impression of 3,983. The top tweet on August 22 was a WebJunction webinar: Getting Unstuck: Help Your Board, Staff, and Town Talk about Library Funding. It had 405 impressions.

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resource Generalist*

The digital timekeeping project has moved into Phase 3. We have timeclocks delivered to each hub. Meetings will be scheduled with IT, Finance, and HR to complete the next steps for setup. A final decision has been made on benefits, IHLS will be using Blue Cross Blue Shield as the newest healthcare provider for FY2019.

Live workshop or online training	Format	# of staff
Microsoft Excel 2013 Shortcuts for PC	Online	1
Working Well with Everyone: The Diversity Continuum	Online	1
Working Well with Everyone: The Mistake of Stereotyping	Online	1
Working Well with Everyone: The Power of Inclusion	Online	1
Working Well with Everyone: What is Diversity?	Online	1
Troubleshoot Formula and Function Error in Microsoft Excel 2016	Online	1

### HR

**Goal: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.**

IHLS will be posting for these positions very soon:

- Marketing Coordinator- TBD
- Carbondale Sorter- TBD
- Edwardsville Sorter- TBD

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

The IT department used the month of August to catchup on several projects around the office. Configuration of the new timeclocks for HR and Finance was started. This project integrates the timeclocks with our existing Abila financial software. There are three timeclocks, one for each office. Also cleanup of several areas for IT has begun. After many projects of new servers and new laptops, much cleanup and documentation has to be done. We've been busy with schools coming back into session and supporting member libraries as well.

### IT

**Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Continue implementing a new website design to IHLS website.**

- Timeclocks installed for HR/Finance
- 10 employee laptops installed

## BOARD SUPPORT

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

- Distribute committee meeting calendar to board
- Coordinate committee meeting dates and schedule
- Continued planning for Member Day

## MEMBERSHIP AND NETWORKING REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Associate Director*

The most significant activity during the month of August was held at the DuQuoin State Fair! The system was contacted in the spring about the possibility of a library booth at this annual event. The event was coordinated by Kathy West, director of the Pinckneyville Public Library, but there was plenty of system support! Anna Yackle, Membership Coordinator and Arlanna Fries, Carbondale Operations Manager took care of bringing the system display to Du Quoin, setting it up and tearing it down. Handouts and giveaways were provided by the System. It was a good foray into getting IHLS and our libraries out into the community.

## MEMBERSHIP

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

- August 9<sup>th</sup> - Participated in site visits at the East St. Louis Learning Resource Center and the Venice Public Library.

## NETWORKING

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

- August 3<sup>rd</sup> - Participated in a meeting dealing with the revision of Serving Our Public held at the Illinois State Library.
- August 7<sup>th</sup> - Facilitated a Members Matter Meeting hosted by Decatur Public Library. 17 people attended in person and 28 participated remotely at the Illinois State Library or via Zoom.
- August 27<sup>th</sup> through September 3<sup>rd</sup> - The Membership Coordinator supported a library booth at the Du Quoin State Fair.



## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Joan Bauer, SHARE Manager for Bibliographic Services*

Start of the new school year – Wow. Many phone calls and emails were answered concerning connectivity issues (I got a new computer over the summer and now I can't connect to Polaris!), closing dates, and new employees. Turnover rate at the schools seems high this year, based on the number of requests for new logins for Polaris and changes to contact information. Staff also fielded many IPLAR (Illinois Public Library Annual Report) questions, as librarians completed the report by the due date. Champaign Cataloging staff have returned to the office, just in time for the increase in books from schools. Many training sessions were provided for employees, both new and those who wish to review. While this is considered one of the busier times for all SHARE staff, it does demonstrate how we have learned to work as a team via Teams, emails, chat and as last resort, phone calls.

### CATALOGING SERVICE FOR SHARE

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

- Staff cataloged 524 items for SHARE member libraries.
- Staff imported 254 \$3 bibs for SHARE member libraries.
- Staff created 86 on order bibs for SHARE member libraries.
- Staff cataloged 245 items for new member libraries joining SHARE.
- Staff merged 290 bibliographic records, clean up/corrected 2781 bibliographic records, and corrected/cleanup 163 item records.
- With the start of school, we have seen an increase in cataloging.

### CATALOG TRAINING FOR SHARE MEMBERS

**Goal: Goal: Increase the understanding and skills in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state and local policies such as RDA (Resource, Description and Access), OCLC and Library of Congress.**

- Provided 9 cataloging related classes and hosted one Cataloger's Training Session on reports.
- Started the cataloging class series in Decatur area.
- Reviewed 21 files containing 124 records for new catalogers.
- With the start of school and many new school librarians, we provided Barcoding 1 and 2, two required classes, in four locations this month.

### CATALOGING MAINTENANCE CENTER (CMC)

**Goals: Provision of cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to digitized**

**information found in Illinois libraries and at IDA by providing information on formation and content of metadata. Facilitate the development of expertise in the use of resource description, including cataloging and metadata, among library staffs in Illinois.**

- Online with the CMC kicked off, with a short presentation on Weeding, followed by a question and answer session. Staff evaluated and learned much from the first experience.
- CMC provided 2 online training sessions - one covered Functional Requirements of Bibliographic Records (FRBR) and the other Work, Expression, Manifestation, and Item (WEMI).
- Cataloged 126 items for Illinois libraries.
- Created 31 name authority records, which completed our requirement of 200.
- Preparations for the next Online with the CMC and an online tutorial on RDA.

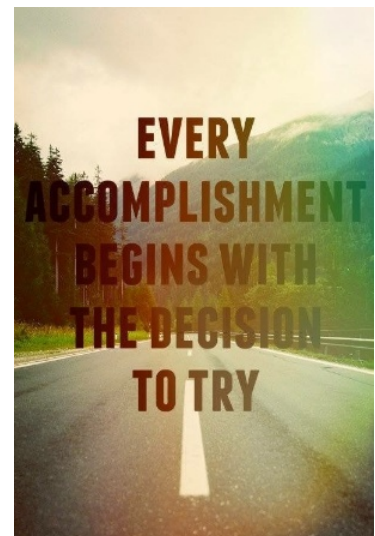
## **OPERATIONS & DELIVERY REPORT**

*Submitted by Susan Palmer, Operations Director*

August started out with a Members Matter meeting at the Decatur PL. Robert Edwards, Assistant City Librarian Manager, provided a tour of their sorting machine. It is amazing to see it in action. He shared details regarding the new automatic material handler machine from Lyngsoe. Lyngsoe Systems are the same company that have provided the material handling machines for New York Public Library (and Brooklyn Public Library in the same facility) and Washington State's King County Library System. Here is a link to the competition between these two LARGE circulating libraries... [https://www.youtube.com/watch?v=3xRk\\_Lr3zpc](https://www.youtube.com/watch?v=3xRk_Lr3zpc)

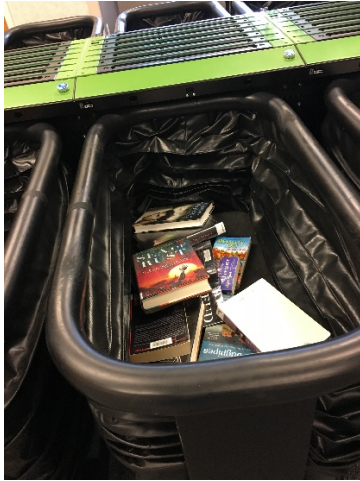
Also in August, I attended the Future of Delivery meeting at the Illinois State Library. Participants from the Consortium of Academic and Research Libraries (CARLI), Reaching Across Illinois Library System (RAILS), and Illinois Heartland Library System gathered to discuss what the Illinois Library Delivery Service (ILDS) would look like for FY 2020, as well as heard the report that the Laboratory of Applied Spatial Analysis (LASA) from SIUE did for RAILS.

There is a commitment to come to agreement as to how the ILDS will look like. Since all partners in the ILDS system (IHLS, RAILS and CARLI) are governmental agencies, we are able to use that to our advantage. In FY2020 ILDS delivery will be facilitated by intergovernmental agreements between the stakeholding agencies. This allows more flexibility as to how the contract piece will look.





In addition, I attended a webinar for the Association of Specialized and Cooperative Library Agencies (ASCLA). The training covered how to find policies, guiding principles and general help for the group. ASCLA is a division of American Library Association (ALA). I am fortunate to be co-chair (along with Greg Pronevitz from Massachusetts) of the ASCLA Physical Delivery Group.



**Decatur PL material handler**



**Bins and bins and bins...**

## **CONSULTING & CE (CONTINUING EDUCATION) STAFF ACTIVITIES**

### **CONTINUING EDUCATION**

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

- 14 classes were held concerning cataloging, circulation, and reporting.