



Director & Staff Activity Report

FEBRUARY 2019

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.

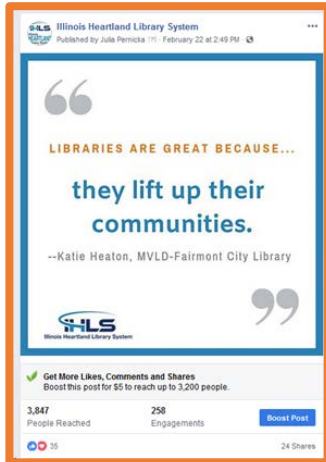
ADMINISTRATIVE REPORT & STAFF ACTIVITIES

COMMUNICATIONS

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

- Monitored the Members Matter meeting on February 5. While there were 18 attendees in person at the Illinois State Library, 47 additional people were able to engage online. Along with a presentation on New Laws in 2019 and Resources for Library Laws, information was shared on the 2020 Census and the new Book Club Kits.
- Supported board member/staff and member relations through participation in the Networking Event before the February 26 Board Meeting in Carbondale.
- Promoted several advocacy and networking events happening in Illinois, including Legislative Meet-ups, Elevate (April 27), Directors University (June 3-7), Big Talk From Small Libraries (Feb. 22), Reaching Forward South (May 17), Roadside Training (Feb. 27), Illinois Youth Services Institute (March 21-22).
- In light of the Illinois Legislature examining several bills that could significantly impact libraries, advocacy resources were developed and shared with our membership including, [Time to Advocate for Your Library](#), which includes Bills To Watch.
- Encouraged members to consider serving on the board and used new materials to emphasize the benefits to both IHLS and Board members.
- Supported the member initiated Roadside Training event on February 27 through the creation of an image and promotional copy. This was shared through the website, email, and social media.
- Along with posting and sharing grants, information from the Illinois State Library was used to create a Grant Writing Tips document to assist libraries.
- Shared resources on potential group purchases and discounts including the NY Times and Creativebug.
- Started working with Nebraska University for a member-initiated event on March 29, [Intellectual Freedom and Professional Ethics in Libraries](#).
- Worked on preparations for the Reaching Forward South conference to bring a cost-effective, educational event to the Carbondale area.
- Received email from ILA thanking us for sharing their news and events on social media.
- Introduced two new social media features this month. Create a quote image (meme). The first quote was popular on Facebook, being shared 24 times and reached 3,847

people. A poll created on Facebook to engage members resulted with the findings that 80% prefer to read fiction over non-fiction.



HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resource Generalist

Recruiting has been a huge focus for IHLS. We hosted face to face interviews for the Cataloging position in Carbondale, we are looking forward to the candidate that will soon be selected. Research for a strengths finder survey was conducted. The goal is to find out more about IHLS staff as individuals so that we can better understand how to work together as a team utilizing the strongest parts of one another.

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Several projects, and mini-projects, were completed in February and early March for IT. First and foremost was the upgrade to Polaris 6.2 for SHARE (Sharing Heartland's Available Resources Equally). This project literally involved everyone in IT. The upgrade included a massive change for the public webpage that patrons use to search the SHARE catalog of books (OPAC). Many of the customizations that we've made over the years had to be redone to fit into the software. Server software also had to be upgraded before the upgrade took place which required a very late night for Brandon Chapman. Luckily, the upgrade went nearly perfectly. There were a couple of very small issues that were discovered, and they were resolved within the planned maintenance window for the upgrade. All libraries that opened at noon on Sunday were able to log into Polaris and start their day on the new version of Polaris. IT would like to give a big shout-out to Joan Bauer and her team for preparing for the upgrade so well.

Also, another project for SHARE was the purchase of the new backup server for all the SHARE servers. This server was purchased out of the SHARE reserves and will provide a huge expansion to our current backup solution.

Finally, we bid a fond farewell to Zach Henderson from the IT dept. He took another job in the SHARE circulation department and he'll be missed. Troy is working on that job description to get the opening ready to post.

IT

Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Support rebranding effort by implementing a new website design to IHLS website.

- RFP (request for proposal) was released on March 1, 2019 for website redesign to the IHLS main website. We expect several proposals from this.

BOARD SUPPORT

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

- Communicated with board and appropriate staff that the Statement of Economic Interest forms will be coming from Madison county in early March.
- Continued support of the Nomination committee in preparing for the FY2020 board elections.
- Began work on restructuring the Director & Staff Activities report to create an easier to read document with more details on how activities support the Operational Plan.
- Collaborated with Bigfrog in Edwardsville to hold the Member day logo apparel sale which resulted in \$134.12 in funds to use for the 2019 Member Day.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

February involved a significant focus on the annual certification process, but for a short month, was happily full of networking opportunities for our members and staff.

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

- Both staff members on the Membership Services Team spent significant portions of their time informing membership and assisting them with the annual certification process.
- A visit was made on February 20 to the Vienna Correctional Center to explore the possibility of membership.

NETWORKING

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

- A Members Matter Meeting was held at the Illinois State Library on February 5. This is always a popular site and attendees truly appreciate an update from ISL staff.
- System staff were represented at each of the ILA sponsored legislative meet-ups in central and southern Illinois.

- Anna Yackle attended the MEPL meeting at the East St. Louis Learning Resource Center on February 21 and the Medium Pubs meeting at Clinton on the February 26.
- Ellen Popit participated in the Rebecca Caudill Evaluators' Meeting on February 2.
- Hosted the Board Networking event in Carbondale and happy to boast the largest turnout yet. Ellen took members on a tour of the SIUC facility.



ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Adrienne Elam, Chief Financial Officer

February was a busy month for our finance department, with our staff engaged in many activities to support the organization across all projects and departments:

- Initiated budget analysis for FY2020 for all IHLS funds.
- Provided to supervisors the detailed expenses from previous years for budget calculations.
- Attended the Operations Managers Meeting to review staff hours needed for FY2020.
- Determined estimated cost of Design Thinking Workshop for IHLS staff and members.
- Submitted application for liability insurance coverage to LIRA (Libraries of Illinois Risk Agency) in order to obtain competitive insurance rates.
- Provided copies to our E-Rate consultant of invoices for future refunds.
- Implemented Fred Pryor 2019-2020 new memberships and renewals for continuing education for IHLS staff.
- Met with Busey Bank to review current accounts and future banking needs of the System.
- Responded to a FOIA request from SmartProcure.
- Negotiated a new shredding contract and organized boxes of System records to be picked up for destruction.

Goal: Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision making.

- Provided IHLS Administration and Board of Directors with monthly financial reports and a detailed narrative was given at the Board meeting.

BIBLIOGRAPHIC ACCESS REPORT & STAFF ACTIVITIES

CATALOGING SERVICE FOR SHARE

Goals: 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.

- Cataloged 539 items for SHARE members, and 109 for new members joining SHARE.
- \$3 Bibs continues to expand, with over 309 bibs imported during February.

CATALOG TRAINING FOR SHARE MEMBERS

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 4 classes for SHARE Catalogers and hosted Catalogers Training Session, with over 70 attendees.
- Held a special Bib Standards meeting on February 25 to review comments to change the procedures for on-order records. After review, the change will not move forward.

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 and at IDA (Illinois Digital Archives) 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.

- Cataloged an interesting book for Charleston Carnegie public library about a photo contest in their newspaper in 1915-1916.
- Transcription of Naturalization records for SIU-E continue. Meeting was held with Illinois Digital Archives staff, to ensure that everyone working towards the same goal.
- Scheduled additional Online with the CMC classes for April 2019-January 2019.
- Finished touches to an online Moodle class on basic RDA Cataloging.
- Cataloged 99 items for libraries in Illinois, with items cataloged for Centralia Library, Charleston Public Library, Robinson Public Library, C.E. Brehm Memorial Library, Trenton Public Library, New Athens Library District, Fairfield Public Library, Benton Public Library, Mississippi Valley Library District, and Belleville Public Library.
- After receiving reports from PrairieCat, they are an automated libraries group in RAILS and part of the CMC charge/grant is to assist them with database cleanup started working on cleanup of their records, within the scope of the grant.

DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

What a busy month February turned out to be.

Our team attended the Legislative Breakfasts in Edwardsville, Bloomington and Mt. Vernon. We consider this a good opportunity to touch our legislators with the importance of libraries.

I attended the Big Talk from Small Libraries online presentation, put on by ARSL (Association of Rural and Small Libraries), a nationwide conference, shared through Web Ex. The way technology was used, and the session topics were very interesting. One eye opening gem that I garnered from the Seed Library presentation was that libraries had to be very cautious about taking back seeds that patrons returned at the end of the season. Monsanto has the market on their seeds and you cannot re-distribute their seeds. Because of this, the two libraries that were presenting said that they did not take harvested seeds to start the next year's seed library.

Operations Manager, Linda Petty, attended the DIOSH (Downstate Illinois Occupational Safety and Health) conference held in Peoria, Illinois. This is not library targeted, it is more for the manufacturing world, however safety issues transcend specific work places. There were also vendors present that deal with OSHA (Occupational Safety and Health Administration) compliance, ergonomics and equipment that can reduce worker compensation claims.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The SHARE staff have been busy! The biggest accomplishment was the preparation and implementation of the Polaris 6.2 upgrade. We tried something new, with Troy Brown and Joan Bauer discussing the upgrade and offering a demo of the new features via Zoom. This initiative had phenomenal attendance, with 127 participants during the event, and 192 YouTube views for those that were not able to attend live. We've also had interviews for new staff (Circ Specialist, Cataloger), worked with vendors for resource sharing, and participated in discussions regarding future initiatives with state partners, like RAILS and ILA, during the Legislative Breakfast/Luncheon events.

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

- Circulation and Resource Sharing Committee meeting on February 14.
- Coordinated viewing events at each hub for the ARSL sponsored Big Talk from Small Libraries digital conference on February 22.

LLSAP DEVELOPMENT

Goal: Increase members participating in SHARE.

- Sent two packets of information to potential members.
- Attended Members Matter at the Illinois State Library on February 5.
- Attended the Metro East Public Libraries' networking meeting on February 21.
- Attended the Board Meet & Greet event at Carbondale on February 26.

ILLNET INTERLIBRARY LOAN

Goal: Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).

- Sent February SHARE newsletter, with a feature on patrons that change jurisdictions for our public library members.
- Joan Bauer shared instructions on how to run reports showing outstanding holds by branch and by system, to help inform collection development.
- Sue Pearson began reviewing outstanding ILL accounts for further action.

E-RESOURCES

Goal: Increase familiarity with and utilization of eResources.

- Scheduled demos for vendor products, like *The New York Times* digital platform for libraries.
- Submitted for member comment: a new eResources Fee Scale for our Cloud Library members.

CONTINUING EDUCATION

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

- SHARE offered 6 cataloging courses to 216 participants, for a total of 337.5 CE hours.
- SHARE offered 4 circulation courses to 7 participants, for a total of 15.5 CE hours.
- SHARE upgrade demo had 127 participants, with 192 others viewing later via recording.
- IHLS hosted Big Talk from Small Libraries, with 8 participants, for a total of 66 CE hours.
- A Roadside Training event was held Via Zoom on February 27. The topic was Library Management Basics.