



Director & Staff Activity Report

NOVEMBER & DECEMBER 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.

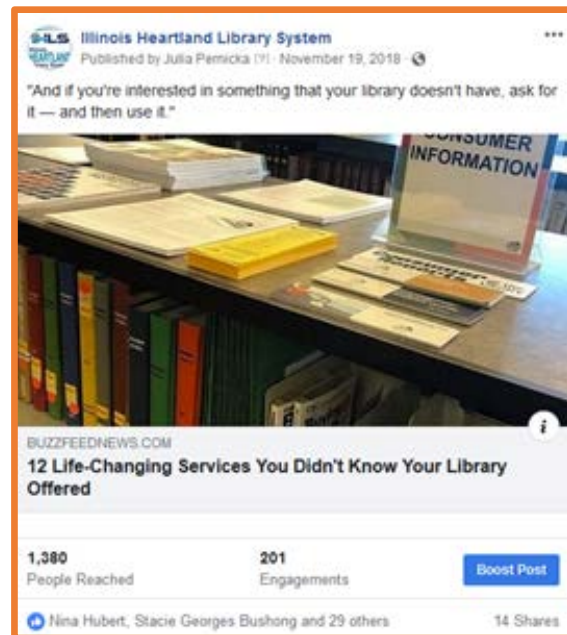
ADMINISTRATIVE REPORT & STAFF ACTIVITIES

COMMUNICATIONS

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

November & December:

- Worked with a member library on getting the word out to increase participation in the 1st Annual Library Crawl.
- Attended the board networking event and board meeting at the Illinois State Library.
- Toured possible locations in southern Illinois and made recommendations for the next Reaching Forward South event.
- Monitored the online portion of the Members Matter meeting and the Directors' Chat.
- Set up and tested a Zoom Room to make the new Local History and Genealogy Forum accessible to a larger selection of the membership.
- To avoid conflicts with other meetings, tested using Teams for internal meetings rather than Zoom.
- Started looking at and discussing ways to revamp *Connect with Leslie*.
- IT created a new email to facilitate proofing between Outlook and MS Teams (proofing@illinoisheartland.org).
- Social Media: Used social media (Facebook and Twitter) to share information on the Library Twitter wave for MLSA funding. Also, shared tweets on the status of the MLSA funding and one about a *Report Censorship* conversation for librarians and educators.
- Twitter: In addition to 40 Tweets that earned 6,774 impressions in November and December, several other items were retweeted. The tweet with the highest impressions urged support of MLSA (S. 3530) and libraries across the country.
- Facebook: There were 92 posts during this period. While it is important to share IHLS news, light-hearted posts seem to have the highest engagement. The post with the largest reach (729 impressions) was a New Year's post that reached 2,421 and was shared 23 times. An article, [12 Life-Changing Services You Didn't Know Your Library Offered](#), reached 1,380 people and was shared 14 times.
- With encouragement from the Advocacy and Education Committee, Susan Palmer and Ellen Popit attended the Illinois Education and Technology Conference on November 15.



HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resource Generalist

We had three new hires for the month of November. Two courier positions were filled in the Edwardsville hub, and we had another position filled in our Champaign location. Recruitment for a part-time Marketing Coordinator began in November. Phone interviews were held the first and second week. After additional evaluation of the role, the position was moved to full-time in December. The position now has membership involvement. We had two additional open positions in our SHARE department that began the recruitment process in December.

HUMAN RESOURCES

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.

Live workshop or online training	Format	# of staff
Human Resources for Anyone with Newly Assigned HR Responsibilities	Live	1
Comprehensive Training for HR Managers (2 Day)	Live	1
How to Succeed as a One Person HR Department	Live	1
Microsoft Word 2013- Typing and Editing	Online	1
Filing and Recordkeeping	Online	1
Project Management Pre-Work: Listing and Organizing Needs and Wants (Part 5 of 18)	Online	1

Organization for Efficiency	Online	1
Quickbooks: Setting up Jobs	Online	1
Quickbooks: Entering Bills	Online	1
Quickbooks: Invoicing	Online	1
Quickbooks: Bank Reconciliation	Online	1
Quickbooks: Pay Bills	Online	1
Quickbooks: Record Deposits	Online	1
Complex Problem Solving: Key Definitions in Complex Problem Solving (Part 1)	Online	1
Complex Problem Solving: Characteristics of Complex Problems (Part 2)	Online	1
Complex Problem Solving: Systems Thinking in Complex Problem Solving (Part 3)	Online	1
Complex Problem Solving: Complex Problem Solving with Loop Diagrams (Part 4)	Online	1
Complex Problem Solving: Complex Problems Organizations Face (Part 5)	Online	1
Cutting Edge Communication: Ensuring a Respectful Workplace	Online	1
Working with Different Generations	Online	1
Age and Physical Ability Workplace Issues	Online	1
The Baby Boomers	Online	1
The Gen Xers	Online	1
The Millennials	Online	1
Generation Z	Online	1
Understanding Stress	Online	1
Introduction to Managing Remote Employees	Online	1
Onboarding Remote Employees	Online	1
Work Habits for Remote Employees	Online	1
Supervising Remote Employees	Online	1
Hiring Remote Employees	Online	1
Grammar Guide: Misused Words	Online	1
Connecting With Remote Employees	Online	1
How to be Assertive - Not Aggressive	Online	1
Dealing With Performance Issues	Online	1
Achieving Mindfulness at Work (Part 1 of 2): The Case of Mindfulness	Online	1
Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness	Online	1

CompTIA A+ 222-902 Cert Prep	Online	1
SSCP Cert Prep: 5 Cryptography	Online	1
Managing Mailing List with Mailman	Online	1
Linux Email Services	Online	1
Troubleshooting Common PC Issues for Users	Online	1
SQL Essential Training	Online	1
Learning VIM	Online	1
Learning to be Approachable	Online	1
Visio 2016 Essential Training	Online	1

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

November and December were very productive months for IT, but two major projects stand out from everything. First of all, the timeclock project made a major move forward. All the clocks are communicating with the servers and the software is communicating with our accounting software Abila. HR and Accounting are now setting up organizational approval levels and workflows. The next step for IT will be making sure the timeclocks are physically installed in their final locations at all offices and employees understand how to register themselves on the clocks.

The second project that stands out was for the SHARE program. IT received some automatic emails warning us that power backup system for the SHARE servers, located at the University of Illinois campus in Champaign, was failing self-tests. These errors were further confirmed with more testing. Unfortunately, the information provided by the hardware did not narrow down the root cause. Since the batteries in the unit were original and just over seven years old, they could have been replaced to see if that fixed the issue. However, we could have replaced the batteries and still had the issue. It was determined after conversations with SHARE staff and the SHARE finance committee to use SHARE reserves to pay for a new unit. The project cost about \$9,000 total for the equipment and IT staff installed the equipment overnight on Dec 26th. While the system was down for the upgrades, we also took the opportunity to rerun power and network cables to help organize the space.

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.

- The RFP for the website is almost done and will be released 1Q 2019.

BOARD SUPPORT

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

- Prepared invitations and materials for Board Networking Event.
- Secured vendor to offer Member Day t-shirts to members with proceeds to support 2019 Member Day.
- Updated Nominating Committee procedures to streamline the process.
- Assisted Nominating Committee with startup for 2019 elections.

RECORD RETENTION

Goal: Retain and purge materials on an approved schedule.



- Sorted through records along with accounting staff and identified 135 boxes that are ready for destruction and 45 boxes to submit for approval to destroy.
- Will continue to work with the accounting staff on a record retention plan.
-

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Knowing the weather would very shortly be a factor in our ability to personally touch base with our membership, November and December were months with lots of on the road time, spending time with networking groups and meeting new directors. Having additional staff makes a significant difference in our ability to provide outreach to our membership.

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.

- Site visits were made to the following libraries:
 - Wayne City Public Library (Board Meeting)
 - Mt. Olive Public Library (New Director)
 - Kinmundy Public Library (New Director)
 - Carle Foundation Hospital (Initiative to visit our Medical Libraries)
 - Anna-Jonesboro High School (SHARE discussion)
 - Olney Public Library (New Director)
 - Lovington Public Library (New Director)
 - Dongola Public Library (Check-In)
 - Shawneetown Public Library (New Director)
 - Cairo Public Library (Check-In)
 - Mounds Public Library (Check-In)
 - Wood River Public Library (Board Meeting)
 - Scott Air Force Base (New Director)

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.

- Membership staff attended three networking group meetings during this time period.
 - Medium Pubs at the Sherman Public Library
 - East Central Networking Group at the Mahomet Public Library
 - MEPL (Metro East Public Library Management) at the Edwardsville Public Library
- Several System staff participated in the AISLE Conference held at Tinley Park.
- System staff participated in the ILA Focus Groups that were held at each hub during the last week of November.

ACCOUNTING OPERATIONS

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

- Prepared and processed five payrolls (3 in November, 2 in December).
- Prepared October and November 2018 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balances Sheet Reports for IHLS Finance Committee and Board of Directors.
- Generated and mailed 310 accounts receivable invoices (OCLC –30 Monthly and 234 Transactional; SHARE – 4 Monthly, 18 Cloud eBooks Purchases, 1 Cloud Subscription, 3 RBDigital Subscriptions, and 1 Cataloging and Barcoding credit; General - 2 ILDS Project and 17 Dreamhost Domain Names).
- Received and posted 270 accounts receivable cash receipts checks totaling \$1,640,482.28 (OCLC –189, SHARE – 76, and General – 5).
- Received and entered 186 accounts payable invoices.
- Disbursed 161 accounts payable checks totaling \$472,972.47.

BIBLIOGRAPHIC ACCESS 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.

The following figures are combined totals for November and December 2018:

- Staff cataloged 1,118 items for SHARE member libraries.
- Staff imported 570 \$3 bibs for SHARE member libraries.
- Staff created 82 on order bibs for SHARE member libraries.
- Staff cataloged 563 items for new member libraries joining SHARE.
- Staff merged 560 bibliographic records, clean up/corrected 4,327 bibliographic records and corrected/cleanup 42 item records.

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 15 cataloging related classes and hosted one Cataloger's Training Session on item records.
- Reviewed 39 files containing 221 records for new catalogers.

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 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.

- Provided a short presentation on added titles, followed by a question and answer session in Online with the CMC.
- Cataloged 336 items for Illinois libraries.
- Created 15 name authority records.
- Transcribed 738 pages.
- Attended the Consortia Staff In-service Day at Joliet Junior College and gave a progress report on IHLS, SHARE, and the CMC on November 2).
- Gave a presentation about the CMC at the Members Matter Meeting on November 6.
- Edited content on the RDA for Book and RDA for Video and Sound Recording Moodle courses. They are almost ready for librarians to register for the courses.

THE MARC OF QUALITY (TMQ)

Goals: Improve the quality of the SHARE database, thus improving user access to information resources. Add OCLC WorldCat holdings for member libraries in a timely manner, increasing resource sharing.

- Sent file to update OCLC holdings. Staff continues to work on cleanup reports.

DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

Attended the following:

Association of Illinois School Library Educators (AISLE) 2018 - Tinley Park

Members Matter - Edwardsville

Reaching Forward South - Springfield

Illinois Education and Technology Conference (IETC) - Springfield

Ohio CLEVNET - IHLS Zoom provided room

Illinois Library Association (ILA) Focus Group - Edwardsville

Louer Consulting - Edwardsville

Association of Specialized Government and Cooperative Library Agencies (ASGCLA) Physical Delivery Interest Group - IHLS Zoom provided room, Susan Palmer co-chair with Greg Pronevitz of Pronevitz Consulting

Delivery also has been working with the Laboratory of Applied Spatial Analysis (LASA), providing data for the statewide project of determining the exchange point for the Illinois Library Delivery Service (ILDS) in anticipation of creating an inter-governmental agreement between systems and the Consortium of Academic and Research Libraries in Illinois (CARLI).



Caroline Campbell AISLE Lifetime Membership Award Recipient



Sponsors IETC 2018

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In November, SHARE staff and the return on investment committee completed a project to provide a customizable infographic that public libraries could use to share their value to the community. One of the pieces of this project that has been the most impactful has been the libraries' year-to-date savings. This is a feature of Polaris showing the total amount their community saved by using the library versus buying items. At the Directors' Chat, many libraries asked for this report, provided by Joan Bauer, and we also provided instructions on how to access it in the December SHARE newsletter as well. Three libraries were actually featured in the news for saving their customers millions in 2018. The project is still ongoing, with plans to add additional infographics for schools, academics, and specials, as well as to provide more ROI tools for our members on the IHLS website.

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

- SHARE staff attended the AISLE conference November 1 – 3.
- The SHARE Executive Council met on November 2. They discussed the results of the proposed policy and procedure changes, as well as partnership opportunities with other organizations.
- At the Members Matter meeting on November 6, Cassandra provided a SHARE update, while Lesley Zavediuk (Circ Specialist) presented information on eResources for IHLS members.
- The SHARE Finance and Policy Committee met on November 8 to discuss future fee scales.
- Two cataloging supervisors attended an online conference titled “The Future of Cataloging” on November 8.
- The Bib Standards Committee met on November 16, with items to be discussed in collaboration with the Circ Committee.
- Staff attended the Board Meet and Greet at the Illinois State Library on November 27.
- A cataloging supervisor attended a webinar on December 5 on IFLA (IFLA is the International Federation of Library Associations and Institutions) and Library Reference Model (LRM), the new basis for RDA.
- The Circ Committee met on December 13 to discuss potential bib services standard changes, procedural changes, and potential resource sharing opportunities. A poll will be sent to membership to gauge interest in new programs or procedures.

LLSAP DEVELOPMENT

Goal: Increase members participating in SHARE.

- Cassandra Thompson and Ellen Popit met with the curriculum coordinator and media center library assistant at the Anna-Jonesboro High School Media Center. As part of that meeting, we discussed the benefits of SHARE as well as other interlibrary loan options.
- Two school libraries were sent quotes for service for review. We continue to explore ways to make joining easy and affordable.
- Cassandra attended the Metro East Public Library networking meeting on December 13 to share information about the SHARE program.

ILLNET INTERLIBRARY LOAN

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

- Sent reminder to schools to get their annual calendars submitted to ensure their due dates populate correctly.
- Provided reminders via newsletter that holds should be cleared weekly.
- Jacob Pahde, Bib Standards Committee Chair, wrote an article for SHARE members detailing the difficulties in spotting pirated DVDs and what to look for.

E-RESOURCES

Goal: Increase familiarity with and utilization of eResources.

- Cassandra reminded members about a change to the RBdigital URL that will take place in February.

CONSULTING SERVICES

Goal: Increased responsiveness to the expressed needs of member libraries for consulting services.

- Participated in the Directors' Chats on November 7 and December 5.

CONTINUING EDUCATION

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

- In November, SHARE provided 1 circulation class for a total of 3 CE hours. In addition, SHARE provided 10 cataloging classes, with 103 participants, for a total of 241 CE hours.
- In December, SHARE and CMC provided 6 cataloging classes, with 51 participants, for a total of 98.5 CE hours.