



Director & Staff Activity Report

APRIL 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

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

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

- Attended the ILA Marketing Forum Mini-Conference on April 5 in Schaumburg. Keynote was “Secret Ingredients to Powerful Library Marketing” by Angela Hursh of Chicago Public Library. The Marketing Forum represents the interests of library marketers and provides a forum to network, share ideas and strategies, and develop best practices.
- Attended the Midwest Digital Marketing Conference 2019 from April 17-18 in St. Louis. The conference featured over 100 speakers including those from Google, LinkedIn, GoDaddy, Johnson & Johnson, Adobe, Purina, and more.
- Shared upcoming events and deadlines during the April 3 Directors’ Chat. This online chat facilitated member networking and acted as a resource for members to share ideas and questions.
- Held a Members Matter Meeting on April 2 at our Carbondale Office with several members attending online. Almost 50 attended in total. Along with discussion on upcoming events and a round robin, staff from CARLI (Consortium of Academic and Research Libraries in Illinois) gave us a brief overview of CARLI and discussed the possibility of CARLI’s provision of e-resources to non-academic libraries. They were interested in hearing from our members regarding what specific kinds of resources would be of interest and any vendors or products that would be especially appealing.
- Continued preparations for the [Reaching Forward South](#) conference to bring a cost-effective, educational event to the Carbondale area.
- Continued collaboration with the new Marketing Coordinator on the FY2020 Budget and Operational Plan.
- Created Cataloging Maintenance Center (CMC) graphics for promotional use, including on a table cover and tape measures.
- Created a flyer and banner for Trustee Development program.

- Began planning for the cleanup and subdivision of our email marketing list to allow for more targeted email communication and fewer “unsubscribe from all” requests.
- Began developing branding for IHLS Member Day.
- Continued development of a marketing and communications plan.
- Began creating social media and email marketing schedules.
- Attended L2 Town Hall, led by a representative from RAILS, to discuss the needs and wants of an L2 replacement.



HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resource Generalist

Our Champaign location welcomed a new employee to the team, Erin Rose. Erin was onboarded as the new metadata Cataloger for the SHARE department. We had a new job description approved for a position reclassification within the IT department. That position has been posted, along with the sorter and courier positions in Edwardsville and Carbondale hubs and the sorter position in Champaign. Data was entered into the timekeeping system for our timeclocks and are ready for fingerprint registration. The goal is to have the timeclocks in full swing by the beginning of fiscal year 2020.

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
Microsoft Excel-Basics	Live	1
Microsoft Excel-Beyond Basics	Live	1
Illinois Minimum Wage Update	Live	1
2019 Elevate Leadership Conference	Live	7
ILA Marketing Forum Mini-Conference	Live	2
Midwest Digital Marketing Conference	Live	2

BOARD SUPPORT

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

- Coordinated documents for the System & Area Per Capita Grant.
- Prepared invitations for the board networking event.

RECORD RETENTION

Goal: Retain and purge materials on an approved schedule.

- The remaining 55 boxes have been moved into the records area for sorting.

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

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.

- On April 7, Ellen Popit conducted a site visit at the Newton Public Library.

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.

- On April 2, we held a Members Matter Meeting at our Carbondale Office.
- On April 12, Ellen Popit and Anna Yackle met with Chery Russell from the School of the Art Institute of Chicago regarding their annual Citizen Artist Forum. Diana Brawley Sussman will participate and they plan to have a viewing site in southern Illinois that will attract students. This year's focus will be on "Art and the First Amendment".
- On April 18, Ellen Popit attended a networking group of Southern Illinois Librarians in Shawneetown.
- On April 22, Ellen Popit attended a networking group of East Central Illinois Librarians at the Ogden Rose Public Library.
- On April 23, Anna Yackle attended the Metro East Networking Group at the Wood River Public Library.
- On April 30, Ellen Popit attended the Medium Pubs Networking group at the Taylorville Library.
- Also on April 30, Ellen Popit discussed system services with an online group of students from Illinois State University.

ACCOUNTING OPERATIONS

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; gave a detailed narrative at the Board meeting.

- Met with insurance agents to discuss liability insurance needs and completed applications.
- 1 staff member attended the Systems meeting at Illinois State Library on April 4.
- 1 staff member arranged OCLC audit date.
- Department met with Executive Director to review Finance Department's Operational Plan.
- Department attended SHARE Executive Council meeting.
- 2 staff members met with Executive Director and HR to discuss Minimum Wage Law impact and completed analysis based on discussion.
- 1 staff member attended the Members Matter meeting.
- 2 staff members prepared FY2019 General end-of-year estimate.
- 1 staff member provided support to HR.
- 1 staff member arranged travel for 7 conferences (IUG, Reaching Forward, Reaching Forward South, ELEVATE, Minimum Wage Workshop, DPLA, and ILA Marketing Forum Mini-Conference) for 26 staff members.

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.

- Cataloged 658 items for SHARE member libraries.
- Imported 234 \$3 bib records for SHARE member libraries.
- Created 76 on-order bib records for SHARE member libraries.
- Cataloged 276 items for new member libraries joining SHARE.
- Merged 287 bibliographic records, corrected/cleaned up 2,603 bibliographic records and corrected/cleaned up 15 item records.
- Two SHARE bibliographic services staff assisted the Dongola Public Library, a transitional library, with barcoding.

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.

- SHARE bibliographic services staff taught 13 cataloging-related classes and presented one Cataloger's Training session.
- Handled over 115 emails and contacts.
- Reviewed and imported 17 files containing a total of 84 bibliographic records for beginning 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.

- Erin Rose, the new metadata cataloger, began working in the Champaign office. The majority of her first month on the job has been spent working on transcription.
- CMC staff cataloged 163 items for libraries in Illinois.
- Online with the CMC: 34X and the 538 MARC Fields was held as an online webinar with a short Q & A following it.
- 32 students successfully completed the RDA Book training on Moodle (students had to receive 70% or higher grade for the course). The course began on April 22 with 51 registrants.
- The CMC FY2020 grant application was submitted to the Illinois State Library.

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.
- Continued to work on cleanup reports.

DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

April started out busy.

Attended:

- ILA Conference 2019 Planning Committee in Tinley Park
- Members Matter meeting in Carbondale
- ISL, IHLS, RAILS, and CARLI meeting in Springfield
- IHLS and RAILS L2 redesign townhall in Edwardsville
- ELEVATE conference in Springfield

Budget review continued throughout the month. Van wraps were installed!

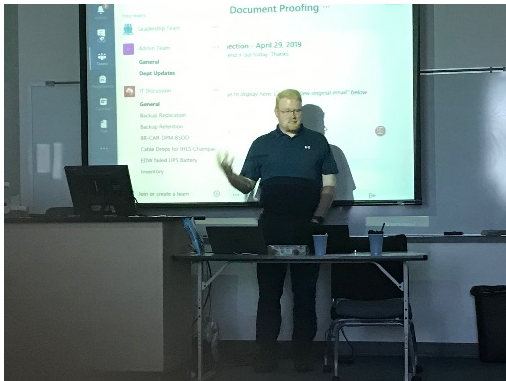




SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

On April 29, the SHARE staff had a meeting to discuss current projects and future initiatives and to celebrate past successes. We also made time for some team building activities and training, thanks to Troy Brown. At the end of the day, we drilled down to our goals, with a guiding statement, "Empowering Libraries." The group welcomed all of our new staff, including our new metadata cataloger Erin Rose. We also took a few minutes to celebrate SHARE's birthday!



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

- Cassandra Thompson attended a meeting with other IHLS staff, along with RAILS, CARLI, and state library staff in Springfield on April 4.
- Cassandra Thompson and Joan Bauer attended the Elevate conference on April 27 with other IHLS staff, learning about how to build effective teams.
- SHARE Finance and Policy Committee and the SHARE Executive Council met on April 10 to discuss FY2020 budget and the SHARE fee scales.
- SHARE Circulation Committee met on April 11.
- Cassandra Thompson attended the Digital Public Library of America's DPLAfest in Chicago from April 17-18. The keynote was especially inspiring, reminding the group how librarians will be on the front lines in the age of disinformation. Chicago Mayor Rahm Emanuel was a surprise speaker and discussed his support of public libraries. Other sessions included great information about metadata cleanup and the future of eResources.
- SHARE Staff attended an L2 replacement meeting on April 24, generating ideas and discussion of the next L2.

LLSAP DEVELOPMENT

Goal: Increase members participating in SHARE.

- Cassandra Thompson and Zach Henderson have been working with Shandi Greve Penrod to improve the SHARE marketing materials and newsletter.
- Joan Bauer and Kim Sparks have been working with schools to make sure settings are correct for end-of-year changes.
- Dena Porter and Shelley Stone were helping at Dongola Public Library for a final push for their Go Live date.
- Staff attended Members Matter in Carbondale on April 2.
- Cassandra Thompson and Shelley Stone attended the Metro East Public Librarians networking meeting with Anna Yackle on April 23 and gave an update on SHARE.
- SHARE Executive Council has an opening for a small library representative, and the eResources Committee has an opening for a school library representative. Both were advertised via the newsletter.

ERESOURCES

Goal: Increase familiarity with and utilization of eResources.

- Zach Henderson has been out to several member libraries for training on eResources.
- Lesley Zavediuk sent the cloudLibrary annual agreements with an estimate of FY2021 fees. The agreements also included a way for libraries to add optional funds for additional collection development.
- eResources are now being added to the "You Saved" calculations that are printed at the bottom of the SHARE receipts. This change was communicated via the SHARE newsletter.
- Resources were provided for an upcoming Bibliotheca update, also via the newsletter.

CONTINUING EDUCATION

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

- Announced the Design Thinking for Libraries workshop to members; 57 members are currently registered to attend.
- SHARE trainers offered a reports class with 7 attendees for a total of 21 contact hours.
- SHARE/CMC Catalogers offered 14 classes with 198 participants for a total of 633.5 CE hours.
- SHARE Circulation Specialists offered 5 circulation classes with 27 participants for a total of 59.5 contact hours; they also offered 5 eResources training sessions with 16 participants for a total 11.5 CE hours.