



# Illinois Heartland Library System



## JUNE 2020

## DIRECTOR & STAFF ACTIVITY REPORT



# Administrative Report

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## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

### **Moving Forward, Together**

Ten years ago, four library systems in central and southern Illinois built the foundation of what would become the Illinois Heartland Library System (IHLS). Service providers sometimes are reluctant to promote their achievement. As we approach the ten-year mark it is invigorating to look back at our accomplishments as an organization.

Together with our staff, board, members and other stakeholders we:

- Initiated 5 day/week delivery to all members when they have items for exchange
- Offer a variety of eResources to our multitype membership
- Pooled the resources of four regional automated library consortia to create the largest library consortium in North America (SHARE – Sharing Heartland’s Available Resources Equally)
- Weathered a severe funding crisis from FY2016 to FY2017
- Significant capital improvements to our northern location in Champaign
- Service standards implemented at all hub locations ensure every member receives the same level of service

Looking forward to the current fiscal year (FY2021) we are building a foundation for the next decade of service with:

- Development of a customer relationship management (CRM) database to bring together disparate pieces of information we maintain related to each of our services
- Investment in budgeting and planning database to further refine our process and provide more insight into our financial activities. This ultimately provides more transparency to our stakeholders and taxpayers, in support of our goal of [Stewardship and Sustainability](#).
- Capital improvements to our central location in Edwardsville

What goals do you want IHLS to pursue in the next ten years?

## COMMUNICATIONS GOALS

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

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

### Highlights:

While some staff have periodically started returning to the office, we continue working remotely as our workspace has temporarily been dismantled for repairs/remodeling. As the number of meetings regarding the pandemic have slowed, normal business meetings have started to resume.

Planning started for a virtual Member Day in the fall, including discussion on how to attract sponsors, what we can give them, and how to promote their sponsorship. This event will be an opportunity for us to branch out and embrace technology.

We began designing two new retractable IHLS banners. These would be used as a visible way to promote and draw attention to IHLS at events when space constraints prohibit the use of the current 8'x10' IHLS conference display.

We also began developing plans for an IHLS Research Panel. This panel will be a small group of 24 librarians/para-librarians from IHLS-member libraries, representing all library types and regions and a variety of personal and demographic backgrounds, to participate in regular research opportunities. This will allow us to get insight into ideas and initiatives before they go public without bombarding the entire membership with more email. Learn more by navigating to [www.illinoisheartland.org/ihrs-research-panel-join](http://www.illinoisheartland.org/ihrs-research-panel-join).

### Promotion:

- *Advocacy:*
  - AISLE Survey (School Libraries & Remote Learning)
- *CE events/opportunities:*
  - Summer Reading 2020 Recording & Follow-up
  - HR Source webinar: Leading Up, Out, and Down
  - Online with the CMC Webinars & New Moodle Courses
- *Networking events/opportunities:*
  - Directors' Chats (weekly emails)
- *Discounts and demos:*
  - Ingram
  - LIBRO Demo for Curbside Service
  - Unique Curbside Demo
  - Patron Point
- *Grants:*

- Walter Grants for Unpublished Diverse Writers
- STAR Net STEAM Equity Project: Enhancing Learning Opportunities in Libraries of Rural Communities

#### **General Communications:**

- *IHLS*: IHLS Staff Connection (June 30), IHLS Member Connection (June 9 & 30), AISLE Remote Learning Survey, SB2125 and Required Steps for Virtual Meetings (OMA updates), Non-Resident Fee Form, Census Tools, Updating L2 (Library Learning), Delivery Quarantine Procedures Reminder, Delivery Exchanges, Members Matter COVID-19 Edition Recording, Serving Our Public 4.0 order request update
- *SHARE*: MARC Report Update Available, Interlibrary Loan Requests Turning on July 1, Automated Messages, SHARE Newsletter (June 12), Interlibrary Loan and Reciprocal Borrowing, Cataloging Community Virtual Meeting, June Catalogers Training Session & Recording, Draft Cataloging Standard for Member Comment, SHARE cloudLibrary Free Trial Ending
- *CMC*: CMC Pandemic Activity, Asian Language Books

#### **Formal research:**

- Began developing plans for an IHLS Research Panel (see Highlights section above)

#### **Trainings events attended by department staff:**

- Equal Access for Every Ability (Public Library Association webinar)
- Assessing Your Website (Nonprofit Marketers Network webinar)
- Getting the Most From Your Website Analytics (Nonprofit Marketers Network webinar)
- American Library Association Virtual Conference

#### **Networking events attended by department staff:**

- Directors' Chats
- Nonprofit Marketing Network meetings

#### **Social media insights as of 7/20/20**

- Facebook: 30 posts in June
  - *Awareness*: 27,135 total post reach, 904.5 average post reach, 29,377 total post impressions, 979 average post impressions
  - *Engagement*: 842 post engaged users, 28.1 avg. post engaged users, 3.1% post engaged user rate
    - The post with the highest engagement was an image created to quickly let members and patrons know that a SHARE system message went out regarding fines. This image/post was shared 28 times, reached 19,345 people, and had 346 engagements
  - *Change*: +26 likes, +28 followers
- Twitter: 5 posts in June

- Awareness: 2,557 tweet impressions
- Engagement: 6 post engagements, 0.2% post engagement rate
- Change: +4 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 recognition and gifts for retiring board members
- Coordinate new board member orientation and on boarding process
- Preparation for the Annual Report process



# Human Resources Report

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## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resources Business Partner*

Our operations staff have reentered our Champaign, Carbondale, and Edwardsville offices. In order to continue to keep contact low, office staff have been asked to continue to work remotely if possible. We were also able to get back into the swing of recruitment. A courier candidate completed onboarding and reported for their first day with IHLS. The department was also presented with an innovative opportunity to conduct a digital orientation. While the road is still a bit bumpy, we are looking forward to the opportunities ahead that will foster a new style of onboarding for candidates joining IHLS.

The Human Resources Business Partner has begun working with a few of the IHLS member libraries on various items. The hope is to create an opportunity for libraries in the area to gain more independence in their day-to-day activities. The final changes of the travel policy were forwarded to the Executive Committee. It is very exciting to see the handbook taking form. The health and safety portion will be reviewed and presented next month.

Live workshop or online training	Format	# of staff
Great Grammar and Painless Proofreading	Online	1
Setting Agendas and Taking Minutes	Online	1
The Exceptional Team Leader	Online	1
60 Minutes of Microsoft Excel Secrets	Online	1



# Accounting Report

## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

As with every year, our focus in June is taking the necessary steps to complete fiscal year-end close. However, this year we took some time to assist in relocating our office space from the first floor in Edwardsville to what was previously the large meeting room on the second floor. We are enjoying the natural light and the much-needed additional space.

Former 1<sup>st</sup> floor office space



Current 2<sup>nd</sup> floor office space





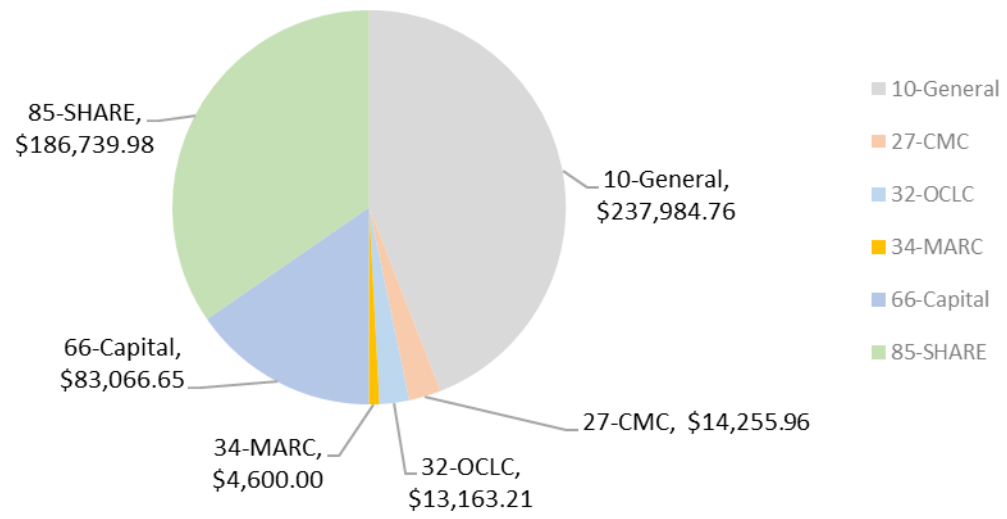
**ACCOUNTING GOAL:**

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.

- Created instructions for Employee Web Services staff leave reports for the Supervisors.
- Attended weekly staff High-5 meetings.
- Packed belongings in Finance office to prepare for office relocation.
- Assisted in moving the supply room and organizing the contents.
- Attended a meeting with Greg McCormick with the Illinois State Library (ISL).
- Attended a meeting with representatives from ISL and Online Computer Library Center (OCLC).
- Worked with OCLC and Alternative Business Systems to import and email OCLC invoices.
- Attended meeting with representative from Arthur Gallagher.
- Attended Operations meeting.
- Revised the Travel portion of the FY2021 CMC Grant budget and application as instructed by ISL.
- Attended an IHLS Member Day meeting.
- Attended an Abila webinar on budget lifecycles.
- Attended an HR Source webinar "Leading Up, Out, and Down".
- Attended an "AskIT" meeting.
- Attended COVID-19 Response team meetings.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in June.
- Prepared May 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 223 accounts receivable invoices (OCLC: 15 Monthly and 80 Transactional; SHARE: 2 Monthly, 2 Additional Modules, 29 Quarterly Cataloging, and Barcoding, and 23 Cloud eBooks Purchases; General: 1 ILDS Project, 15 Serving Our Public Books, 38 Library Law Books, and 18 DreamHost).
- Received and posted 116 accounts receivable cash receipts checks totaling \$266,001.68 (OCLC: 66, SHARE: 33, and General: 17).
- Received and entered 91 accounts payable invoices.
- Disbursed 108 accounts payable checks totaling \$539,810.56.



A/P Invoices Paid June 2020





# Information Technology Report

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## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

Every year, I take a look at our telephone and cellular bills to make sure we're getting the best prices. This year was no different, and there were some better deals being offered by AT&T and Verizon Wireless. Total savings on existing lines was about \$450/mo, but because of the COVID-19 situation, we purchased more cell phones and wireless hotspots for staff working from home. So, the total bills will likely be pretty similar to the previous amounts; however, we are getting more for our dollar.

The customer database project with PatronPoint is progressing nicely. The initial load of L2 data went well, and there will be a lot of clean-up work for our membership team to look at in July. Training will be scheduled and hopefully we'll start using this in production soon.

New copiers were ordered, and setup will be in July for the Edwardsville and Champaign offices. The new leases have a higher monthly price but a much lower price per page printed. This will lower our bills overall, based on our usage. All three Edwardsville copiers now share the same supplies, so if one runs out of a supply, one can be used from another machine's spares.

IT staff has also started "AskIT Live" on a weekly basis. This is a time for staff of IHLS to connect with the IT team to do a quick training and ask any technical questions they may be having. So far it has been very well attended.

### Goals:

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

- Initial user group focus survey is preparing to go out, and meetings between the vendor, RedRokk, and IHLS IT have started.



# Bibliographic Access Report

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## **BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES**

*Submitted by Shelley Stone, SHARE Manager for Bibliographic Services*

Library materials have started to arrive for cataloging again since the delivery service started exchanging materials with owning libraries in late June. Within a few days, over 200 items had arrived for cataloging. Catalogers continued to find continuing education opportunities to keep them occupied, along with database cleanup, before the new items arrived. Training sessions attended include a subject analysis class taught by Dr. Pamela Thomas, a two-day session on the acquisitions module in Polaris, a Library Reference Model (LRM) course through Library Juice Academy, NASIG (formerly the North American Serials Interest Group, Inc.) virtual annual conference sessions, metadata courses through Amigos, OCLC's monthly AskQC session, a Library of Congress BibFrame update, and an OCLC Cataloging Community virtual meeting.

### **CATALOGING SERVICE FOR SHARE GOALS:**

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database to ultimately increase resource sharing.

- Cataloged 182 items for SHARE member libraries.
- Imported 193 \$3 bibs for SHARE member libraries.
- Created 54 on-order bib records for member libraries.
- Merged 986 bibliographic records, cleaned/corrected 4,984 bibliographic records, and cleaned up/corrected 14,396 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 one cataloging-related class, the monthly Catalogers Training Session.
- Continued to explore options for future training sessions.
- Handled over 184 emails and contacts.
- Reviewed and imported 9 files with a total of 33 bibliographic records for beginning catalogers.

### **CATALOGING MAINTENANCE CENTER (CMC) GOALS:**

Provide cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and 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. Instruct Illinois Library staff in the use of resource description, including cataloging and metadata.

- Cataloged 41 items for libraries in Illinois.
- Created 3 NACO name authority records for improved user access.
- Handled over 24 emails and contacts.

- 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.
- Worked on a cleanup project for the SHARE group of automated libraries.
- Taught the last half of a subject analysis course in Moodle with 20 students successfully completing the course.
- Created a presentation for a school library class at Illinois State University.
- Started a project cataloging archival materials for the Lincoln Library in Springfield.



# Delivery Report

## DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

“If the plan doesn’t work, change the plan but never the goal.” This is delivery’s mantra right now. Our goal is to provide the same level of service that we were able to provide pre-COVID while keeping delivery staff and library staff as safe as possible. We have had a couple of unanticipated bumps, but we have been able to address them, formulate a different process, and go again.

June went well. The first two weeks we got our vehicles and buildings ready for IHLS staff. The next two weeks we began a modified form of delivery.

We were able to process over 110,000 items during the week of June 15. For reference, our “normal” number of items we process in a week is around 70,000 between the three hubs. This was while wearing masks, washing hands periodically, and practicing social distancing!

During the last week we took time to evaluate. We looked at what we could tweak to make things run more smoothly. We re-arranged our areas to be able to accommodate our own tubs, which we realized we needed to quarantine, as well. By having this pause week, it got all of us ready to begin full delivery on July 6, 2020.

Also, in June I was able to attend many meetings that involved different systems, libraries, and organizations nationwide. The biggest takeaways from them were that we are all in this together; by being part of larger groups new solutions to the same shared issues could be shared; and it would be okay.

June was full of ideas, exploration, and creating new procedures overall. We were able to visit Color Art’s showroom and working areas. And then the ideas exploded. How could we obtain a cleaner look for our office while utilizing furniture that we have had since the 90s? How could we simplify by utilizing the space in a new way and obtain more efficient working spaces?

Possibilities invigorate us in Operations, and there are plenty to choose from. It is, indeed, an exciting time.

### Meetings and trainings attended:

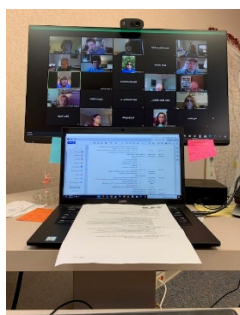
- 8 Delivery meetings with the managers/coordinators
- 4 Delivery meetings with ALL delivery staff (once a week)
- 4 Leadership meetings
- 4 Directors’ chats
- 3 Hi-Five internal meetings (all staff)
- 2 Governor Pritzker updates online
- Enterprise Fleet Management meeting



- Helitech meeting
- Lyngsoe meeting to discuss the state of IHLS vision
- Lyngsoe webinar “Central Sorting”
- Color Art meeting to discuss Edwardsville remodel
- HR Source webinar “Leading Up, Out, and Down”
- Association of Specialized Government and Cooperative Library Agencies (ASGCLA) under American Library Association (ALA) to discuss where the Physical Delivery Interest Group will reside
- ALA Virtual Conference
- Illinois Library Association Awards meeting
- Facilities/Operations Committee meeting
- IHLS Board meeting
- Reaching Forward South (RFS) committee meeting
- Illinois State Library (ISL)/Illinois Heartland Library System (IHLS)/Reaching Across Illinois Library System (RAILS)/Consortia of Academic and Research Libraries in Illinois (CARLI)
- Statewide meeting with ISL, IHLS, RAILS, Chicago Public Library (CPL), and CARLI to discuss Illinois libraries

### ***Delivery Staff Accomplishments***

We continued with our weekly Wednesday at 2 p.m. Operations Team Delivery meetings. These have been very helpful in keeping everyone on the same page—even if it was the same page as the week before! We used this time to share system information, thoroughly discuss new procedures for delivery, as well as develop teamwork between the hubs. We had some fun, as well. It has been very successful, and we will be keeping this as a monthly meeting from here on. The hubs will still have quarterly meetings, but there is value in all of us meeting together. The Delivery staff are empowered to use technology to connect and really feel part of the larger group of IHLS Delivery. We are working on how to get our yearly group photo... stay tuned!



Zoom Board meeting



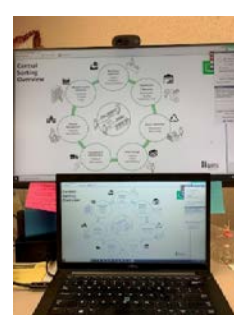
Edwardsville empty



ColorArt



Susan's new office



Lyngsoe Webinar

## Inspiration



Could this be a new van color?!



Staff



Could this be a new service for IHLS? Providing mobile bookmobiles/WiFi access/ STEM kits? A fleet to cover 24,000 square miles.



Just imagine...





# SHARE Report

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## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

In June, SHARE staff were ready and available to help our libraries begin to reopen and resume service.

### LLSAP (SHARE) GOAL:

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

- Worked with libraries on special projects, including getting students set up with public library digital access, inventory, and special settings related to COVID-19, like adding shelving status for quarantined items.
- Attended an HR Source webinar: *Leading Up, Out, and Down*.
- Participated in the Reaching Forward South conference planning committee on June 23, 2020.
- SHARE eResources Committee met on June 3, 2020 to discuss recruiting 2 new members and evaluating different mobile app options.
- SHARE Circulation and Resource Sharing Committee met on June 11, 2020 to discuss the COVID-19 response and adding patron codes.

### LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Sent a quote for service for a school district to add an additional school.
- Sent a quote for service to a potential new school member.
- Attended weekly IHLS Directors' Chats.
- SHARE sent out official communications to members, which included:
  - June Member Notes Newsletter
  - Catalogers Training Information
  - Draft for Member Comment on Recording publication and copyright dates in Polaris bibliographic records
  - cloudLibrary Demo
  - Information on resuming interlibrary loan

### E-RESOURCES GOAL:

Increase eResource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- CloudLibrary users checked out 40,425 digital titles. In addition, this month had the highest number of eaudio titles ever circulated.
- Lesley Zavediuk responded to current events with additional purchases of materials and created a new featured shelf called, "In the News," with member libraries expressing appreciation.
- The cloudLibrary reading history feature was activated based on member library feedback.
- RBdigital demos were held on June 22 and 24, 2020.



# Membership & Grants Report

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## **MEMBERSHIP REPORT & STAFF ACTIVITIES**

*Submitted by Ellen Popit, Associate Director*

One of the specific goals in membership services is “...to develop relationships with and among membership.” In these challenging months, this is where we have witnessed the most activity. It has not been unusual for weekly directors’ chats to have 50 participants, and there have never been fewer than thirty. While system staff have been online to provide support, our members have been outstanding in their efforts to support and encourage one another.

### **MEMBERSHIP GOALS:**

Review membership of all system agencies on an annual basis. Support member libraries in their efforts to provide excellent library service to their stakeholders.

- Even during a pandemic, the business of managing libraries goes on. There has been much work done with our libraries as they address situations unique to their agency.
- IHLS has also been able to reach out to our legal resources to clarify changing developments impacting our libraries and share that information with them. That initiative on the part of IHLS has generated much appreciation from our members.

### **NETWORKING GOALS:**

Continue to develop relationships with and among the membership. Continue active partnerships in statewide and national initiatives that support enhanced library service. Work with library entities that improve member services.

- Directors’ Chats were held on each Thursday during the month of June.
- On June 23<sup>rd</sup>, Ellen Popit participated in the AISLE Leadership Summit.
- Anna Yackle was quoted in the June ILA Reporter in the article “Public Libraries v. the Echo Chamber.”

### **CONTINUING EDUCATION GOAL:**

Increased continuing education opportunities as allowed by ISL directive.

- During the month of June, Anna Yackle worked with the Directors U program.
- Several staff members participated in the Virtual ALA event beginning on June 24<sup>th</sup>.

### **GRANTS GOAL:**

Consistent communication of available grants.

- On June 3<sup>rd</sup>, IHLS received word that we have been awarded a Live and Learn Construction Grant in the amount of \$25,500 for the repair of the bathrooms at the Champaign hub.