



# Director & Staff Activity Report

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## JUNE 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

### EXECUTIVE DIRECTOR'S REPORT

*Submitted by Leslie Bednar, Executive Director*

#### **Well, that went by fast!**

There is definitely something to be said about how fast life goes by, as compared to our activity level and/or age. In a way it is comforting to reflect on the routines...

In June, IHLS bid a fond adieu to four leaders on our Board of Directors:

- Gary Jones (Public Library Trustee Representative, Harrisburg Public Library District)
- Bob Paarlberg (Public Library Trustee Representative, Caseyville Public Library District)
- Sharon Yearwood (Public Library Trustee Representative, C.E. Brehm Memorial Public Library District (Mt. Vernon))
- Sara Zumwalt (Public Library Representative, Litchfield Public Library District)

All four added depth to conversations and brought a range of corporate and public work experience for the betterment of our organization's direction and purpose. At our July 23 meeting, the board will welcome four new colleagues and recognize a fifth who was reelected for a second three-year term.

We end one contract and initiate another agreement for the provision of library materials delivery to our academic libraries who are also members of CARLI (the Consortia of Academic and Research Libraries in Illinois). July 1, 2019 marks the beginning of a contract between IHLS and the University of Illinois/CARLI for Illinois Library Delivery Service to 31 IHLS member libraries. The change for member libraries should be subtle or hopefully non-existent. On the administrative end we begin a direct relationship with CARLI as opposed to a sub-contractual one through RAILS (Reaching Across Illinois Library System).

Near the end of June, Ellen Popit, Cassandra Thompson and I travelled to Washington, D.C. to participate in the American Libraries Association Annual Conference. Having never visited the city before, I was struck by the relatively low height of commercial structures in the district. The

[1910 Height of Buildings Act](#), which is responsible for no building (aside from monuments) rising higher than 130 feet or 11 stories, casts the area in a more historic perspective. It helps reinforce the maturity of our many democratic institutions, libraries among them, whose perseverance has stood the test of time. Conference presenters included Jason Reynolds, Supreme Court Justice Sonia Sotomayor, and Librarian of Congress Dr. Carla Hayden. They examined the enduring strength and patron support of libraries, which allows libraries to continue in our communities as a “third place,” or a free, social space other than work or home. In a session with Eric Klinenberg, author of the new book, *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*, he further explored the necessity of free communal space. This book has been hailed as a “love letter to libraries,” for it’s emphasis on the need for libraries to build strong communities through social bonds.

As we step into FY2020, IHLS staff continue to innovate, forge new partnerships, and remain ever cognizant of the inherent values our members represent to their patrons. Our role is to provide services to members so they can continue to engage and connect with their communities. It’s the same “old” goal we have had for 8 years, and something that never ages.

## COMMUNICATIONS

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

- Created Microsoft Teams Virtual Hub to facilitate easy communication of membership and director news, etc., among office staff.
- Hosted Directors’ Chat on Wednesday, June 5, to facilitate engagement between library directors and share IHLS news and opportunities.
- Promoted Design Thinking for Libraries, a continuing education opportunity for IHLS member libraries and IHLS staff. Held on June 12 and 13 at the IHLS office in Edwardsville, we had great attendance with over 60 registered on each date. IHLS was able to cover travel and accommodation costs for Chicago-based trainers, and members were only charged \$50-\$60 for the full day. The workshop typically costs \$249. Additionally, the event brought in a small revenue.
- Promoted the surplus vehicle auction. Proceeds from the auction will be used to offset the cost of purchasing new delivery vans.
- Created a Member Connection newsletter production schedule. The schedule is intended to create predictability for staff who submit information for the newsletter as well as for our members who count on our timely sharing of information.
- Work continued on the membership contact information in Mailchimp. The Member Connection newsletter and more targeted email messages were sent out through Mailchimp. This allows us to track analytics data.
- Developed draft skeleton of a social media content calendar. A fully developed and implemented content calendar will help IHLS speak to each of its library types and stay on-message.

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resource Generalist*

We had many trials with the timeclocks and getting fingerprints registered. However, I am happy to report that fingerprints are in, and the timeclocks are being used and collecting data for next steps. Yay!! Each location's clock is equipped with manual as well as non-manual instructions.

A universal document is being created to help streamline the process for required documentation for organizational changes. The form will create an efficient flow for documenting changes between the Finance and Human Resources departments. A Standard Operating Procedures (SOP) manual is currently being authored in the department as well. This procedures booklet is a big task for the department and will be an on-going project as more processes are examined and modified.

We had three new hires identified for our open positions in our Champaign Hub. The background process has been started for all candidates. Human Resources has also been working with other departments on new job descriptions--we currently have a total of four job descriptions that will be presented in July.

Staff Day preparations are going strong. The location, training schedules, and menu (the most important part 😊) have all been selected and reserved. This year's Staff Day training will help the organization gain a better understanding of how to quickly identify the strengths of our respective team members. This will create efficient and effective teams and will maximize our time and skills within IHLS. It's going to be a great time.

### 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
How to Supervise Bad Attitudes and Negative Behaviors	Live	2
The Indispensable Office Manager	Online	1
Transitioning to Supervisor	Online	1
Learn to Lead: Creative Collaborating	Online	1
Apply Styles to Text in Microsoft Word 2016	Online	1
Create your own Styles and Style Sets in Microsoft Word 2016	Online	1

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

The new fiscal year brings to the forefront all the ideas we had from last year. Although this year doesn't have any major network projects, there are many small projects that are maintenance related. Upgrading our primary security devices, WatchGuard Firewalls, is probably the most substantial and will occur in the first half of FY2020. The department will be replacing projectors for our trainers who go onsite to libraries as well as our large meeting room projector in Edwardsville.

IT also has an open position that we hope to fill soon. The new position will offload a lot of work from Brandon and Brant and will allow them to focus on the more advanced areas of their jobs. It will also give us a deeper bench when IT staff choose to use much needed time off. The IT team is great, and we work together very well, however when one person is out, it puts a lot of pressure on the remaining crew.

### 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 SHARE website is due to get a facelift using the new SHARE logo and color scheme. We expect this to go live in mid-July.

### BOARD SUPPORT

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

- Sent welcome information to newly elected board members and began their onboarding process.
- Planned and executed Design Thinking for Libraries workshop to provide continuing education to system members. 84 members attended the event.

## 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.**

- Ellen Popit and Shandi Greve-Penrod visited the Evansville, Coulterville and Marissa libraries on June 11<sup>th</sup> with the goal of introducing the Marketing Coordinator to some IHLS libraries. The visit to Evansville also included a conversation with a new director.
- On June 13<sup>th</sup>, Ellen Popit did a site visit to the Cahokia Public Library to visit with the 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.**

- Anna Yackle, Membership Coordinator, served on the Steering Committee for Directors U. Held through the 1<sup>st</sup> week in June at the Illinois State Library, 18 new IHLS Directors participated. They were:
  - Auburn Public Library
  - Breese Public Library
  - Elkhart Public Library District
  - Galatia Public Library District
  - Girard Public Library
  - Hartford Public Library District
  - Kinmundy Public Library
  - Loda Township Library
  - Lovington Public Library District
  - Mississippi Valley Library District
  - Nashville Public Library
  - Newman Regional Library District
  - Ogden Rose Public Library
  - Olney Public Library
  - Potomac Public Library
  - Roodhouse Public Library
  - Trenton Public Library
  - Willow Branch Township Library
  - Kristi Lear
  - Kelly Zurliene
  - Sarah Wilson
  - Chastady Bennett
  - Darcie Peck
  - Michelle Prickett
  - Elecia Cooper
  - Teri Hennessey
  - Darcie Peck
  - Jeanna Ryner
  - Kelsey Schaepperkoetter
  - Matthew Hales
  - Lora Holden
  - Brittany Bass
  - Elizabeth Osborn
  - Becky Clemons
  - Angie Chute
  - Kelly Frydenger
- Anna Yackle attended the Southern Illinois Librarians' Meeting at the Anne West Lindsey District Library (Carterville), on June 20<sup>th</sup>.



## ACCOUNTING OPERATIONS

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

In June, Finance had a very productive month. We were engaged in a variety of activities to support the organization. In conjunction with the tasks listed in the Financial Reports narrative, our additional activities included:

- Arranged travel for IHLS staff.
- Attended and assisted with the Design Thinking Workshop.
- Assisted with HR duties.
- Met with liability insurance brokers to compare and determine FY2020 coverage.
- Went “Live” with JetPay conversion and notified the OCLC member libraries.
- Coordinated with the new liability insurance broker to provide all necessary documents and information for our locations.
- Assisted with the planning of FY2020 Staff Day.
- Coordinated with ISL to contact OCLC member libraries regarding their FY2020 renewals.

## BIBLIOGRAPHIC ACCESS STAFF ACTIVITIES

*Submitted by Shelley Stone, Manager for Bibliographic Services*

The number of items sent for cataloging has started to decrease for the summer, but database cleanup has been going strong. It is a great time to focus on the MARC of Quality OSMOSIS reports since we will only have them for one more year.

## 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.**

- Staff cataloged 223 items for SHARE member libraries.
- Staff imported 167 \$3 bibs for SHARE member libraries.
- Staff created 75 on order bib records for SHARE member libraries.
- Staff cataloged 188 items for new member libraries joining SHARE.
- Staff merged 253 bibliographic records, cleaned up/corrected 3,079 bibliographic records, and corrected 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.**



- SHARE bibliographic services staff taught 5 cataloging related classes and presented one Cataloger's Training session.
- Staff handled over 107 emails and contacts.
- Staff also reviewed and imported 14 files with 41 items for beginning catalogers.
- A cataloging workday was held with three participants.

## 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.**

- CMC staff cataloged 126 items for libraries in Illinois.
- CMC staff created 42 NACO name authority records for improved user access.
- The online RDA book cataloging class began on June 10<sup>th</sup> with 68 students enrolled.
- Staff continued to work on PrairieCat cleanup project.
- Staff transcribed oral histories for Marshall Public Library.
- Staff completed the SIUE transcription project.
- Staff assigned Library of Congress classification numbers to a sheet music collection for Abraham Lincoln Presidential Library.
- Staff responded to over 30 emails and contacts pertaining to CMC services.

## DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*



- June was a busy month. I am co-chair, along with Mandy Malikowski from Massachusetts Library System, of the ASGCLA (Association of Specialized, Government and Cooperative Library Agencies) Physical Delivery Interest Group, a division of ALA. We met and proposed a new format for our meeting at ALA Annual in Washington, D.C.,

where we have a vendor spotlight. That was well received and was implemented. Lyngsoe, a vendor of automatic material handlers (an automated sorting machine) was the first spotlight vendor. IHLS is meeting with them in July to see what impact they might have for us in sorting. Just possibilities.

- Attended Design Thinking in Edwardsville.
- Champaign's kitchen has now been replaced with full size appliances. No more avocado green kitchenette. Also the fascia (yep, soffit was the word that was being used incorrectly, thank you Janet!) has now been painted in Champaign.
- Edwardsville lobby got a face lift. Simple changes that made a big impact.

## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

In June, the SHARE staff enjoyed the Design Thinking workshops, and will take that new process to future projects!

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

- Attended the 2019 ALA Conference in Washington D.C., learning more about existing library products and services to offer to members.
- Met with colleagues at RAILS to collaborate on future projects, including vendor discounts and Explore More Illinois.
- Discussed potential opportunities for collection development through Baker & Taylor's Collection HQ and ESP products. Will offer a demo of these products for members.
- 6/13 SHARE Circulation & Resource Sharing Committee met. Hot topics included auto-renewal options.

## LLSAP DEVELOPMENT

**Goal: Increase members participating in SHARE.**

- Gillespie CUSD 7 has decided to join SHARE! The Middle School/High School library will start transition in FY2020, and the Elementary School will join in FY2021.

## CONTINUING EDUCATION

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

- SHARE offered 7 Cataloging classes, with 80 participants, for a total of 185 contact hours.
- SHARE offered 5 Circulation classes, with 24 participants, for a total of 53 continuing education hours.
- CMC started a 6-week RDA course, with 68 participants.