



DIRECTOR & STAFF ACTIVITY REPORT

JUNE 2018

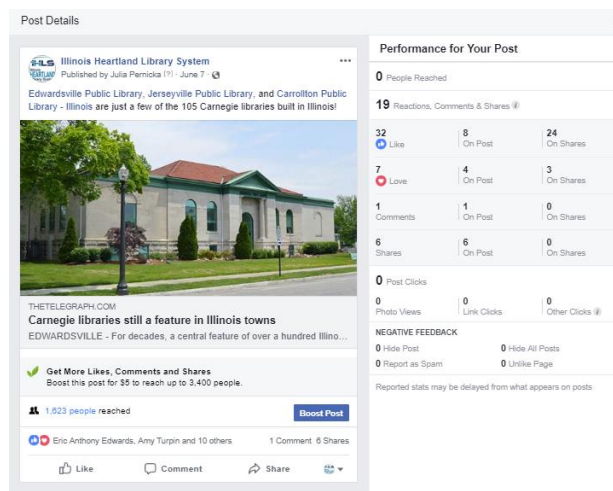
As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, continued themes surface: the organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and minimizing the physical geography between our 518 member agencies.

ADMINISTRATIVE STAFF ACTIVITIES

COMMUNICATIONS

Goals: Effective and efficient communication with IHLS stakeholders, rebranding and advocacy.

- Research yielded several leads and resources of potential interest to IHLS members. Along with grant opportunities, member libraries in the news, and free webinars in June, additional items shared included ALA funding news, information on College of DuPage, and an article on former IHLS Board of Director member Nancy Huntley. Information was shared through Facebook and Twitter.
- **Three (3) grants** were added to the Grants page on the IHLS website.
- **Two (2) vendor discounts** were added to the Vendor Discount page on the IHLS website.
- Facebook: **Posted twenty-three (23) times** during the month. One article, "Carnegie libraries still a feature in Illinois towns", reached 1,623 people and the link sharing the photo and article on Directors University reached 803 people.
- Twitter: **Nineteen (19) tweets** earned **3,908 impressions** in June, which averaged 130 impressions per day. A tweet to the attention of school librarians was the top tweet with 469 impressions and was retweeted three (3) times.
- The IHLS newsletter, IHLS Member Connection, was sent to over 2,000 subscribers.
- Our staff newsletter, IHLS Staff Connection, was sent to staff.



BOARD SUPPORT

Goals: Improve communication with and support of board and committees. 100% State and Federal Compliance for IHLS/Board and appropriate IHLS staff. Encourage board participation in applicable continuing education activities.

- Coordinate committee meeting dates and schedule, and distribute calendar
- Prepare binders for new board members
- Create board survey to improve communication
- Coordinate gifts for retiring board members
- Begin preparing for the FY2018 annual report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, Human Resource Generalist

Staff Day planning is in full effect. A schedule has been drafted and will be submitted for final review by July 17th. The timeclock project is still in motion, programming documents have been given to the IT department, and timeclocks are in route to the Edwardsville location and are schedule to arrive July 11th. Underwriting of benefits is underway, and final numbers should be sent over by July 20th. An I-9 audit has been completed and new documents will be requested for update. A generic performance review form has been finalized for use as of July 1st, and all team members will be updated on their current performance status by August 31st.

Live workshop or online training	Format	# of staff
Aggressive Manipulators	Online	1
Criteria Categories and Linkages	Online	1
Dealing with Feelings	Online	1
Leading a Team: 01	Online	1
Leading a Team: 02	Online	1
Manipulation in the Workplace	Online	1
Passive Manipulators	Online	1
The 8 Basic Emotions	Online	1
The Meaning of Being Assertive	Online	1
The Subtle Art of Manipulation	Online	1
Using Assertive Verbal Skills	Online	1
Your Assertive Rights	Online	1
Motivation and Job Performance	Online	1
Social Networking: LinkedIn	Online	1
Dealing with Difficult People	In person	1

HR

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.

- Sorter-Champaign Office- Recruitment process currently active

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

June was a very productive month in IT. While several of our staff were able to enjoy some much needed and deserved time off, we nevertheless made many strides forward with several projects.

First, the SHARE server upgrade project is almost fully done. There are a total of 48 servers that host various programs supporting the SHARE Polaris service. All the servers have been migrated except 7. The migration is going well, and our members have not experienced any downtime because of the server moves. This is by design, and because of planning and preparation. This project has heaped a lot of work on the team, and especially Brandon Chapman (Network Administrator), however we continue to get all the other work done in addition to this massive upgrade project.

Second, with the new board meeting location in Mt. Vernon this month, we decided to try out using a "Zoom Room" instead of our traditional H.323 Polycom video conferencing setup. The initial hardware cost is less, and we do not lose any functionality. Our initial impressions with the Zoom Room are excellent, and hopefully the July board meeting goes smoothly with it.

Finally, one of the major projects in June were the office relocations and moves. Both Champaign and Carbondale relocated offices. Brandon headed up the Champaign move, and Zach and I moved the Carbondale offices' technology. Both moves went well, and any problems were dealt with promptly. Carbondale is still waiting on some wiring to be finished in the new offices before the office servers can be moved to the new space. With the help of the SIUC IT department, we can still communicate with our servers in the old space, so there is no degradation of service at all.

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.

- SHARE server migration
- Printing support for SHARE members
- Carbondale and Champaign moves
- Fairfax, VA Polaris reference call (They are in the RFP (request for proposal) process)
- Prepared Executive Director evaluation tool for board
- Developing new website for libraries to verify proper cell phone provider for their patrons
- Preparing for IHLS Member day and IHLS Staff day

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

The most significant membership activity that occurred in June was welcoming our new Membership Coordinator, Anna Yackle, to the IHLS staff on June 13th. The summer will be spent introducing her to our library community and assessing membership needs.

Goals: IHLS will continue to develop relationships with and among the membership. Make IHLS an active partner in statewide and national initiatives that support enhanced library service. Work with other library entities within the state and without.

- During the 1st week of June, Directors' University was held at the Illinois State Library in Springfield. 25 library directors from IHLS participated and several other directors and IHLS staff served as presenters and on the planning committee. This is the second year of this successful reboot of the Statewide Public Library Management Institute.
- Site visits were done on June 22nd to meet the new director of the Breese Public Library and to the Pinckneyville Public Library to discuss a system presence at the DuQuoin State Fair.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

June has been an exciting month, as SHARE staff have packed up to move to more efficient offices (Carbondale) or work from home due to much-needed renovations (Champaign). Staff have really stepped up to take on the additional duties while also supporting member libraries and doing an overall fantastic job, as always.

CATALOGING SERVICE FOR SHARE

Goals: To provide cataloging services for SHARE member libraries, including transitional libraries. Increase the usability of the SHARE database by cleaning up duplicate records, incorrect cataloging, and maintaining authority files in the SHARE database.

- Staff cataloged 541 items for SHARE member libraries.
- Staff imported 174 \$3 bibs for SHARE member libraries.
- Staff created 56 on order bibs for SHARE member libraries.
- Staff cataloged 416 items for new member libraries joining SHARE.
- Staff merged 264 bibliographic records, clean up/corrected 1,541 bibliographic records, and corrected/cleanup 11 item records.
- SHARE staff in Champaign worked from home during the remodeling of the hub. SHARE Cataloging Center remains open.

CATALOG TRAINING FOR SHARE MEMBERS

Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, AACR2, OCLC and Library of Congress.

- SHARE bibliographic services staff taught 5 cataloging related classes.
- Staff handled over 222 emails and contacts.
- Staff also reviewed and imported 25 files with 121 items for beginning catalogers.

CATALOGING MAINTENANCE CENTER (CMC)

Goals: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. To support access to digitized information found in Illinois libraries and at IDA (Illinois Digital Archives) by providing information on formation and content of metadata. Increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.

- CMC staff cataloged 144 items for libraries in Illinois, 14 RAILS libraries and 35 IHLS libraries.
- CMC staff created 32 NACO name authority records for improved user access.
- CMC staff conducted conference call concerning OCLC Batchload process and cleanup in the RSA database (LLSAP in RAILS).
- Staff continue to transcribe immigration and naturalization documents for the SIUE collection.
- Staff attended meetings discussing future training and presentations. Also started work on new presentations.

THE MARC OF QUALITY (TMQ)

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

- Holdings were added to OCLC for SHARE members.

LLSAP (SHARE)

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

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<i>June - 17</i>	774,872	157,431	78,136	713,745	9,354,324	1,848,287	812,667
<i>July - 17</i>	720,641	153,978	60,811	714,687	9,355,933	1,847,100	814,428
<i>Aug - 17</i>	767,106	169,260	55,240	736,681	9,373,712	1,848,210	820,872
<i>Sept - 17</i>	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047
<i>Oct - 17</i>	865,650	147,426	53,008	696,422	9,401,001	1,849,376	811,211
<i>Nov - 17</i>	805,899	134,963	49,454	686,965	9,410,518	1,850,983	809,708

Dec – 17	651,911	113,043	43,335	589,394	9,408,362	1,850,700	808,091
Jan – 18	816,741	153,201	52,460	706,801	9,425,592	1,829,536	801,956
Feb – 18	777,421	135,068	50,326	672,052	9,410,858	1,851,088	800,267
Mar – 18	841,566	143,490	60,610	700,810	9,407,531	1,851,886	802,185
Apr – 18	781,976	135,061	51,776	699,524	9,401,887	1,853,051	798,659
May – 18	660,623	118,312	51,893	691,998	9,386,513	1,853,272	793,855
June – 18	744,321	117,894	64,685	669,800	9,401,049	1,848,090	795,962

- Cissna Park was closed for a remodel in June.
- The Web Developer updated the front page of the SHARE website to include a phone number for general Polaris support and a link to submit a help desk ticket.
- The IT Department completed the server migration! This high-quality hardware will keep the SHARE database running at peak performance.
- Girls Who Code, a national non-profit organization dedicated to STEM education for girls, partnered with IHLS to build Girls Who Code clubs in southern and central Illinois. As part of that partnership, member libraries that develop clubs may be eligible for scholarship and grant opportunities.
- June 14, the SHARE staff coordinated an informational webinar of the Tutor.com Learning Suite, in order to evaluate a potential group purchase of Tutor.com. As part of the process, a survey was released to gauge member interest. With only 14 respondents, it was determined that a group purchase would not be supported. Of those respondents, there were several member libraries interested in the service. IHLS is continuing to work with Tutor.com to provide a vendor discount to interested IHLS members versus a group purchase.

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- The SHARE Director sent a packet of information for SHARE participation to Gillespie schools.
- June 6, the SHARE Director participated in the monthly Directors' Chat.
- Annual Agreements for SHARE have been processed, and the information has been sent to IHLS Finance Department for FY2019 billing.
- Members offered feedback via an online survey regarding the group's interest in a SHARE policy change of extending loan periods in special circumstances. The responses were largely positive. Of a total of 31 responses, 23 respondents (74%) requested a change, and 8 (26%) were against it. With this feedback, a draft will be put together for member comment and further review. Comments were very helpful to determine how a potential policy should be constructed.
- June 8, the SHARE Executive Council met in a special meeting to plan the annual member vote to elect representatives to the 2018/2019 SHARE Executive Council. Elections were held via electronic vote June 11 – June 25. There were four seats open, including three school library representatives and a special library representative.

ILLNET INTERLIBRARY LOAN

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

- The June SHARE newsletter included reminders about deleting items that have been lost and paid, as well as the procedure for issuing new cards when there are fees on a school library account. There were also processing tips to reduce “orphaned” items, by placing multiple transit slips on materials that share the same barcode.
- The SHARE Director worked with the Decatur Public Library to provide information to IHLS membership about their new fine-free program. Decatur Public Library shared the reasons behind the switch, the implementation process, frequently asked questions, and results of beta testing. Some interesting findings included: increased circulation, increased patron loyalty, reduction in barriers to service, and no change in the rate of overdue materials. The story of a patron that was brought to tears by the change was incredibly impactful. They also determined that their library cards will not expire. Instead, they will complete an address check every three years, which is in compliance with SHARE policy and procedures.
- June 14, The SHARE Circulation and Resource Sharing Committee met to discuss SHARE policy and procedure changes, including Patron Registration, Purging Lost Items, and Conflict Resolution for SHARE Circulation Violations.

CONSULTING

Goal: To be responsive to the expressed needs of member libraries for consulting services.

- CMC continues to utilize existing communications methods to share the work they are doing to encourage library participation. In the IHLS Member Connection, they shared how they cataloged a book of letters from 1919-1920 between George Clark and Clista Coverston. These letters are from the time when George first started courting Clista to the time of their marriage. These stories put a spotlight on the great work of the CMC and add interesting content and stories to the newsletter.
- June 11, the SHARE Director attended the RAILS Board Resource Sharing Committee Meeting to learn about RAILS current and future projects.
- June 13, MyMediaMall held their annual group meeting, led by the SHARE Director.
- June 29, the SHARE Director joined the Associate Director in a meeting with representatives from the Morthland Foundation, in order to discuss the future of the Morthland College library collection.

CONTINUING EDUCATION

Goal: To provide continuing education opportunities as allowed by ISL directive.

- June 6, *Basic Circulation* at IHLS – Edwardsville
- June 6, *Advanced Circulation* at IHLS – Edwardsville
- June 7, *Barcoding I--Searching and Matching* at IHLS – Champaign
- June 7, *Barcoding II--Creating, Editing, and Deleting Item Records* at IHLS – Champaign
- June 14, *Dewey Decimal Classification* at the Centralia Regional Library District

- June 6 – 8, One of the SHARE Cataloging Supervisors traveled to Perrysburg, Ohio to represent SHARE at the 2018 Great Lakes Resource Sharing Conference.

OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

June is always a busy month. Mark Hatch, RAILS Operations and Facilities Director and I presented "Delivery...Resource Sharing's Silent Partner" at the Great Lakes Resource Sharing Conference in Perrysburg, Ohio. It was a great conference. There was interest in a more in-depth discussion about delivery and how Illinois partners the resource sharing piece with the delivery piece. Many participants were very keen to hear how we truly put the libraries' needs foremost.

The Du Quoin Surplus sale was a success. Bargains everywhere! The total through donations is \$1,280. We will be using those funds towards Member Day that is being held in Effingham on September 27, 2018. Shout out to Arlanna Fries, Mary Cooper, Don Jennings and the rest of the staff there that helped.

The Carbondale staff have now been moved into their new space. Kudos again to all who have helped make that possible. Having the entire staff in one area has been already so beneficial in improving communications. And the delivery staff are thrilled to have air conditioning! Thank you, Leslie, for having the vision!

The Champaign building is undergoing major renovations. The SHARE staff is currently working from home and delivery has moved into a temporary location so there is no interruption to delivery for members. Linda Kates has done a fabulous job in coordinating 4 contractors as well as finding the alternative location. Robert Brady and Angela Thompson have been instrumental as well in making a smooth transition. And thanks to Stephen Downes for keeping ILDS flowing as well as all the other staff that have helped too. August 3rd is the target date for the building to resume its normal functions.

The Edwardsville building has had the dock painted with textured paint which will reduce the likelihood of slipping. A third company has been contacted and scheduled for evaluation of the mine subsidence. A space planner has also been contacted about rearranging what is currently in the Edwardsville building. Thank you, Linda Petty for coordinating these projects!

I attended the American Library Association (ALA) conference in New Orleans. As always, it was amazing. So many new ideas for projects are now in my head. The highlight had to be hearing Michelle Obama have a conversation with Dr. Carla Hayden, Amazing.

This was also my first meeting of the ASCLA Physical Delivery Interest Group as co-chair with Greg Pronevitz, retiring Executive Director of the Massachusetts Library System. I look forward to working with Greg in this role.



Ohio Archives



Michelle Obama

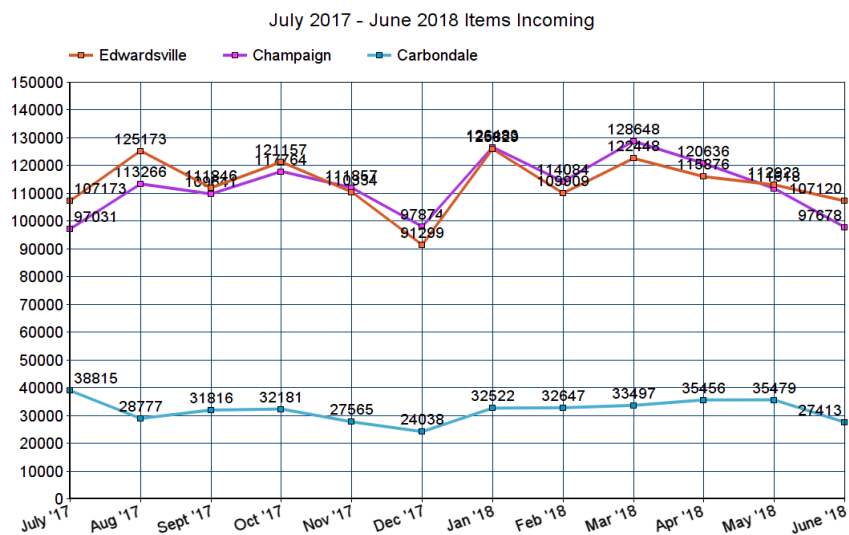


In remembrance of Katrina

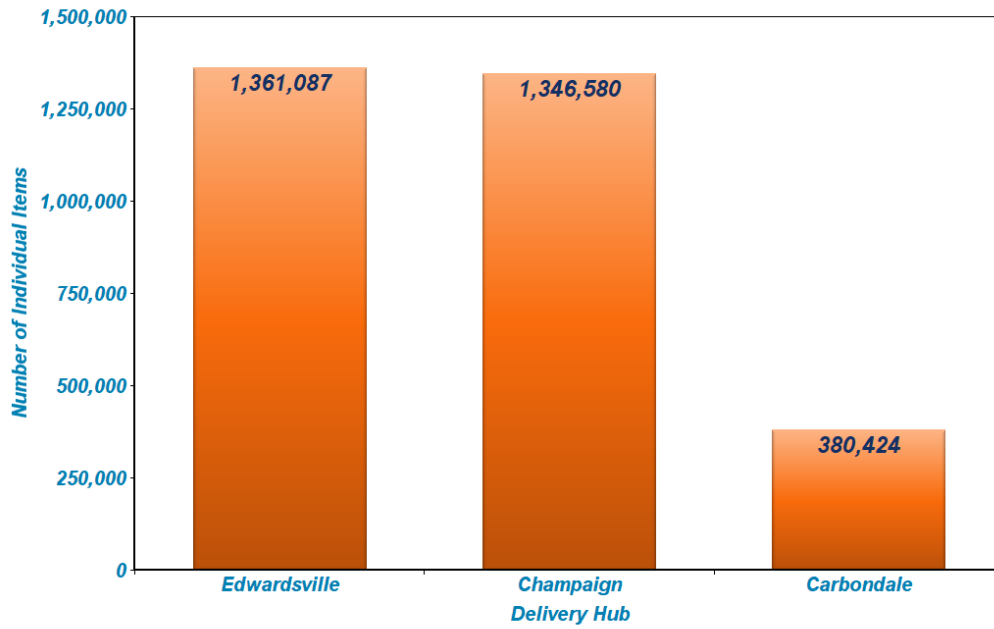
DELIVERY

Goals: Efficient provision of delivery services designed to support resource sharing among IHLS members. Provision of accurate information and educational tools to support delivery. Accurate member library delivery data in L2 (Library Learning)

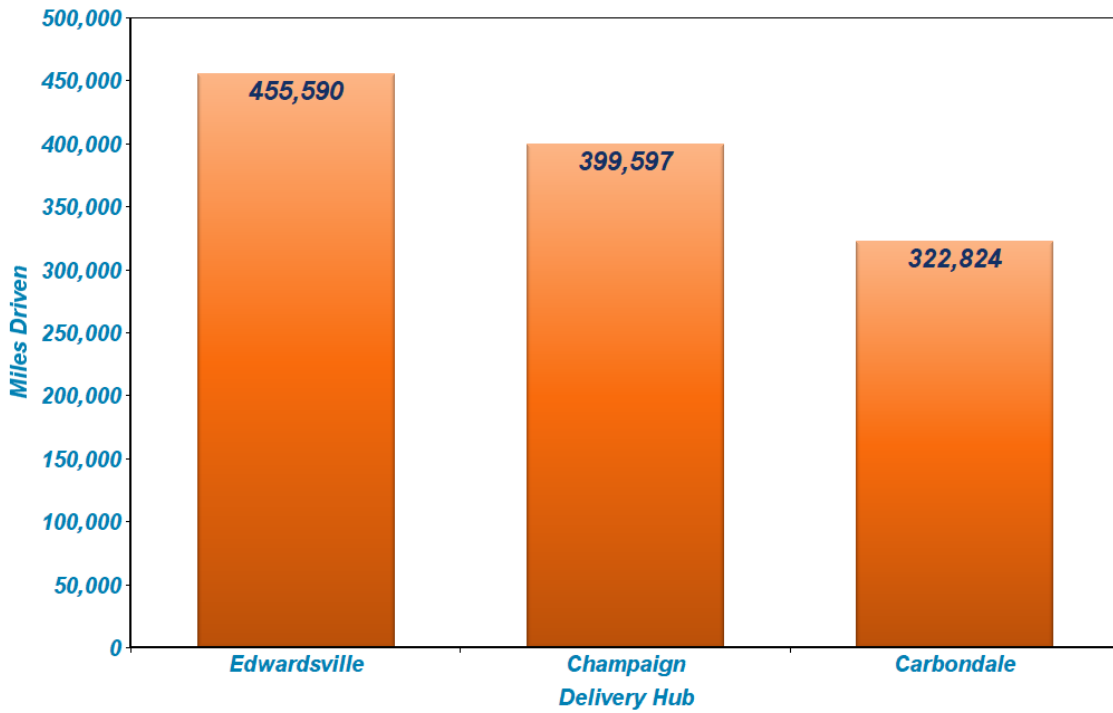
June 2018	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	27,413	11,985	543
Champaign	97,678	24,720	1,576
Edwardsville	107,120	25,480	1,926



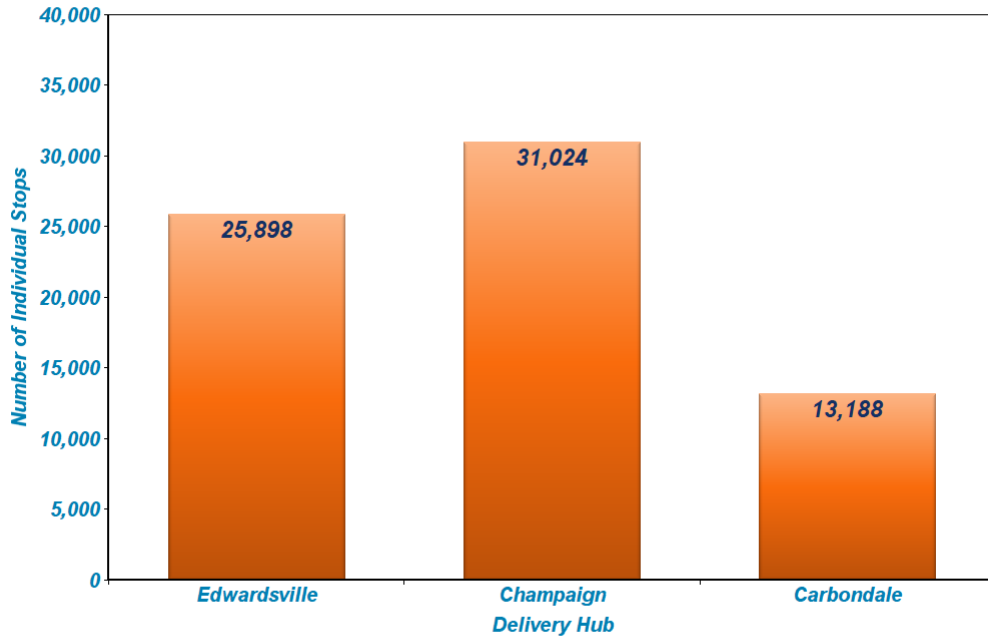
Picked-up Items Total for FY2018



Total Miles Driven in FY2018



Total Number of Delivery Stops for FY2018



FY2018 IHLS Totals
(SHARE, Non-SHARE, ILDS)

