



Illinois Heartland Library System



DECEMBER 2019

DIRECTOR & STAFF ACTIVITY REPORT



Administrative Report

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:

- Promoted IHLS and SHARE information through email, social media, and/or website on various subjects, broken out by category below. At least 22 subjects were promoted/communicated.
- Hosted Directors Chat on November 6 and December 4, which facilitated engagement between library directors and shared IHLS news and opportunities.
- Hosted Members Matter networking event, which included information on Census 2020 and the increase to Illinois minimum wage. The meeting was recorded and shared in the newsletter.
- Attended the two-day Library Marketing and Communications Conference in St. Louis November 13-14, networking with libraries across the country and Illinois, learning industry concerns (including hearing keynotes on transparency and diversity inclusivity), and upgrading skills. It was great to see the participation from such a diverse group of librarians across the country. Spoke with librarian and marketing staff from all library types, including numerous special and academic librarians and some IHLS-member libraries.
- Gave a short presentation on IHLS marketing and communications at the November IHLS Board Meeting.
- Presented on fake news from a crisis communications perspective at Member Day, helping position IHLS as a library authority.
- Started sending information to ensure IHLS member information is updated in L2 before the switchover to the new statewide calendar.
 - RAILS shared an L2 brochure, which IHLS was able to adapt for IHLS needs, print in-house, and distribute to Member Day attendees. The brochure has also been shared in multiple *Member Connection* newsletters.
- Finalized materials for IHLS Members Day, shared photos on FB, thanked sponsors on social media and by email.
- Planned for revised *Connect with Leslie* events to be live streamed on Facebook, assessed equipment needs, and developed a sample script.
 - Goals for *Connect with Leslie*, possibly to be renamed *Connect with IHLS*, include engaging IHLS members, providing Illinois libraries with timely information on both time-limited and evergreen topics, and positioning IHLS as Illinois library authorities.



Administrative Report

- Developed evaluations for four Member Day audiences (attendees, sponsors/vendors, presenters, event staff); promoted participation; collected, analyzed, and reported results.
 - Development of two of these evaluations included extensive question research, evaluation, and rewriting, with the remaining two involving moderate research, evaluation and writing and with plans for future improvements for Member Day 2020. Some evaluation questions were edited based on advice from a marketing research specialist.
 - Based on survey results:
 - We learned conclusively that Member Day has improved over the years and is meeting more of the needs of more of our members, including school library staff.
 - We determined the sponsors' preference for modifying exhibit hall hours and for clarified communication.
 - We identified options for modified photobooth hours, changing the placement of non-session rooms (such as the CMC and Delivery Office Hours room), and keeping vendor tables out of the halls.
 - We also identified the need for improved event staff communication and job assignments and solicited ideas for such improvement.
- Developed Census 2020 webpage with curated content and plans for original tools.
- Developed a customer relationship manager (CRM) project description containing IHLS's needs in a potential comprehensive CRM. Initiated or continued conversations with vendors.

Promotion:

- Advocacy:
 - E-resources embargo (original tools developed)
 - Census 2020 (original tools in development)
- Library need-to-knows:
 - New federal overtime rules
 - IHLS Drug-Free Workplace policy
 - IHLS bylaws changes & finance articles for comment
 - Increase to the Illinois minimum wage
 - RAILS Statewide Database Survey
 - Update info in L2 (new tool developed/adapted)
 - Delivery pausing for schools over holiday
 - Inclement weather
- CE events/opportunities:
 - IHLS Forging Strong Relationships Between Library Trustees and Directors training
 - Reaching Forward South 2020



Administrative Report

- Webinars by WebJunction and other third parties
 - Girls Who Code webinar about forming clubs
 - Computers in Libraries conference
- Networking events/opportunities:
 - IHLS Member Day
 - Board Networking event
 - Directors Chats for November, December, and January
 - Members Matter
- Discounts and demos:
 - Unique demo
 - HS Career Online demo
 - Team One Repair discount
 - SWANK Motion Pictures movie licensing discount

Formal research:

- Member Day attendees evaluation
- Member Day sponsors/vendors evaluation
- Member Day presenters evaluation
- Member Day event staff evaluation

Trainings events attended by department staff:

- Library Marketing and Communication Conference
- Adobe Spark: Social Media 101 webinar
- Member Day sessions
- Nonprofit Marketers Network, Storytelling with Humans of St. Louis: How Listening Leads to Inspiration, Connection, and Engagement
- Fred Pryor, How to Manage Remote Employees: Best practices for creating collaboration and cohesion with virtual teams

Networking events attended by department staff:

- Directors Chats
- Glen Carbon Edwardsville Chamber of Commerce November event
- Member Day
- Nonprofit Marketers Network December event

BOARD SUPPORT GOALS

Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.

- Facilitated Annual Member Day with record number of attendees
- Sent instructions and support documents to FY2021 Nominating Committee



Accounting Report

Submitted by Rhonda Johnisee, Finance Director

In November, Scheffel Boyle began performing a compliance audit on the OCLC billing system for FY2014 through FY2019. The Finance department did a tremendous amount of preparation in anticipation of this audit, and we were excited to see this audit being completed. In the future, this audit will be done at the same time as our annual IHLS audit.

In December, the Finance Department attended Members Matter at the Illinois State Library, and I gave a presentation to the members regarding strategies and tips for the increase in minimum wage. We were given an extensive tour of the Illinois State Library because it was our first time visiting there. It was wonderful to meet the staff and to be able to put faces to names that we have known for years.

ACCOUNTING GOAL:

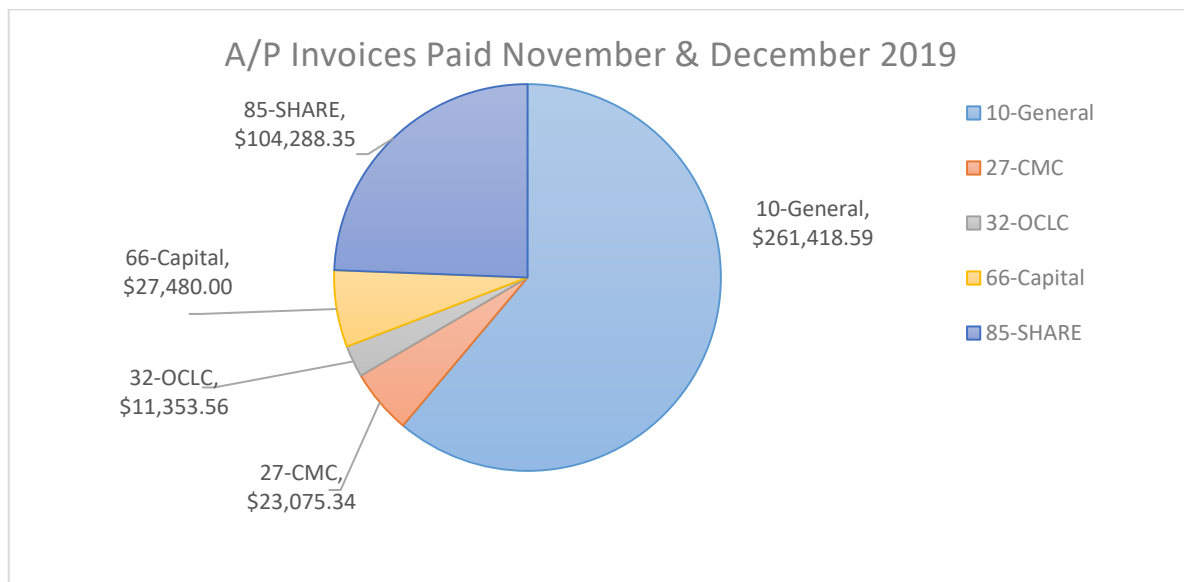
Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Arranged travel for IHLS staff.
- Attended and assisted with IHLS Member Day.
- Prepared for OCLC audit.
- Attended a meeting with Jamie Rachlin of Meristem Advisors LLC.
- Attended a meeting with a representative from OpenGov.
- Attended a meeting with representatives from Enterprise Fleet Management.
- Updated the Bylaws, Financial Policy, and Financial Procedures and Practices.
- Attended HR coordinator interviews.
- Attended "Managing the Modern Workplace" seminar.
- Presented "Increase in Minimum Wage – Strategies and Tips" at Members Matter meeting.
- Attended Member Day wrap-up meeting.
- Reviewed functions of the Microix Timeclock module and Abila compatibility.
- Attended onsite Leadership Team meeting.
- Attended W-4 webinar.
- Attended the IHLS & SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed three payrolls in November and two payrolls in December.
- Prepared October and November 2019 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets Reports for IHLS Finance Committee and Board of Directors.



Accounting Report

- Generated and mailed 286 accounts receivable invoices (OCLC: 30 Monthly and 222 Transactional; SHARE: 4 Monthly, 3 Transitional, and 12 Cloud eBooks Purchases; General: 2 ILDS Project and 13 Dreamhost).
- Received and posted 272 accounts receivable cash receipts checks totaling \$2,013,125.14 (OCLC: 163, SHARE: 78, and General: 31).
- Received and entered 182 accounts payable invoices.
- Disbursed 180 accounts payable checks totaling \$427,615.84.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT department has a few highlights from the end of the year to share.

The RFP (request for proposal) for the website has been sent to Phil Lenzini for comments and should be finalized very soon. Work should still be on track for starting in the 1Q 2020.

We have expanded our backup capabilities to store more backed up data to the Microsoft Azure cloud. This option is costing around \$115 per month, and the security and peace-of-mind that it affords is amazing. Now we can store our backups locally and remotely in the cloud without needing to move tapes offsite or swap hard drives (although we still do some of that). This project is especially useful with the threat of ransomware ever-present. Unfortunately, when political tensions are high in our nation, we all need to be more vigilant in our personal emails and web browsing to not fall for malicious attacks from foreign governments and nations. These attacks tend to increase when political turmoil is heightened.

The IT team closed out the calendar year strong, and many projects that were waiting on small odds-and-ends to finish up were completed. The IT team will be meeting in January to go over goals and projects for the remainder of the fiscal year and next year.

IT is also filling in the gap in the SHARE admin team while applications are collected, and interviews are being scheduled to fill the manager position there. There are many things we don't know about Polaris, but there's a good number of things that we do know and can help with. Innovative staff have also provided great support through this time.





Bibliographic Access

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

An initial visit was made to Potomac Public Library and Gillespie High School library in order to get them set up for barcoding their collections. Potomac Public Library staff were trained in barcoding and started that process in December.

Cataloging foreign language materials seemed to be a common theme in the catalogers' end-of-the-month reports. There were Russian books, Chinese materials, German books and musical audio recordings, a Spanish translation of a Japanese novel, and some bilingual English and Spanish materials. Other unique items sent for cataloging include a new format, the Wonderbook (a print book with a ready-to-play audiobook inside) by Playaway, multi-movie DVDs, jigsaw puzzles, atlases, and kits.

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.

November 2019

- Cataloged 506 items for SHARE member libraries.
- Imported 274 \$3 bibs for SHARE member libraries.
- Created 12 on order bibs for SHARE member libraries.
- Cataloged 108 items for new member libraries joining SHARE.
- Merged 300 bibliographic records, cleaned up/corrected 2,399 bibliographic records, and cleaned up/corrected 112 item records.

December 2019

- Cataloged 698 items for SHARE member libraries.
- Imported 292 \$3 bibs for SHARE member libraries.
- Created 65 on order bibs for SHARE member libraries.
- Cataloged 69 items for new member libraries joining SHARE.
- Merged 315 bibliographic records, cleaned up/corrected 2,211 bibliographic records, and cleaned up/corrected 43 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.

- SHARE bibliographic services staff taught 6 cataloging-related classes, including the monthly Catalogers Training Session in November and 3 cataloging-related classes in December.
- Staff handled over 201 emails and contacts in November and 168 in December.

- Staff also reviewed and imported 13 files with 59 bibliographic records for beginning catalogers in November and 26 files with 133 bibliographic records in December.

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.

November 2019

- CMC staff cataloged 155 items for libraries in Illinois.
- CMC staff created 10 NACO name authority records for improved user access.
- Online with the CMC: Kit Cataloging was held as an online webinar with a short Q&A following.
- CMC staff continued working on an oral history project for Marshall Public Library.
- CMC staff continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- CMC staff completed the project of adding Library of Congress Classification Numbers to bibliographic records for sheet music belonging to the Abraham Lincoln Presidential Library and Museum.
- CMC Staff cataloged Braille books for Mattoon Public Library.
- CMC Staff attended the Consortia In-Service Day in Joliet and presented "You Want Me to Catalog What?"

December 2019

- CMC staff cataloged 137 items for libraries in Illinois.
- CMC staff created 7 NACO name authority records for improved user access.
- Online with the CMC: Cataloging Foreign Language Materials was held as an online webinar with a short Q&A following.
- CMC staff continued working on an oral history project for Marshall Public Library.
- CMC staff continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- CMC Staff cataloged Braille books for Mattoon Public Library.



Delivery Report

Submitted by Susan Palmer, Operations Director

November and December...times to remember

Meetings attended:

1. Quarterly Illinois delivery meeting with Illinois State Library (ISL), Consortium of Academic and Research Libraries in Illinois (CARLI), Reaching Across Illinois Library System (RAILS), and Illinois Heartland Library System (IHLS)
2. Fleet Enterprise meeting for investigation into how their service could potentially benefit IHLS
3. Helped with Member Day setup
4. Laboratory of Applied Spatial Analysis (LASA) with Zach Schleicher, verifying data submitted for the ISL
5. Illinois Library Association (ILA) Awards Committee recap meeting
6. Managing the Modern Workplace: Tips and Trends for Labor and Employment Law Compliance seminar presented by Ford Harrison attorneys
7. Members Matter at the ISL
8. Association of Specialized Government and Cooperative Library Agencies (ASGCLA), part of the American Library Association (ALA) Physical Delivery Interest Group
9. Special IHLS Board meeting
10. ISL in-person meeting to hear the results of the LASA study looking at the whole state delivery, with both current and proposed locations, to make delivery more efficient

With the Thanksgiving holiday, we have been able to use the processes in place to manage the additional loads. We added an extra van to help with pickup of the extra tubs that were generated by delivery not running for two days. We also scheduled additional staff to help with the turnaround of the sorted items.

IHLS Hub	Monday after Thanksgiving # of items sorted	Average Monday # of items sorted
Carbondale	3,189	1,747
Champaign	11,539	7,880
Edwardsville	10,295	8,500



Delivery Report



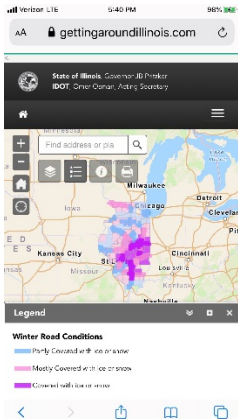
Casey Parr (Carbondale) and Nikki Buckingham (Edwardsville) at Member Day 2020 Photo Booth



Lia McInerney (Edwardsville) and Nikki Buckingham (Edwardsville) at Member Day 2020 Photo Booth



Yep, you know her by now...Nikki Buckingham (Edwardsville) and Colleen Dettenmeier (Edwardsville) and Rhonda Johnisee (Edwardsville)



www.gettingaroundillinois.com on November 11, 2019 (Veterans Day)



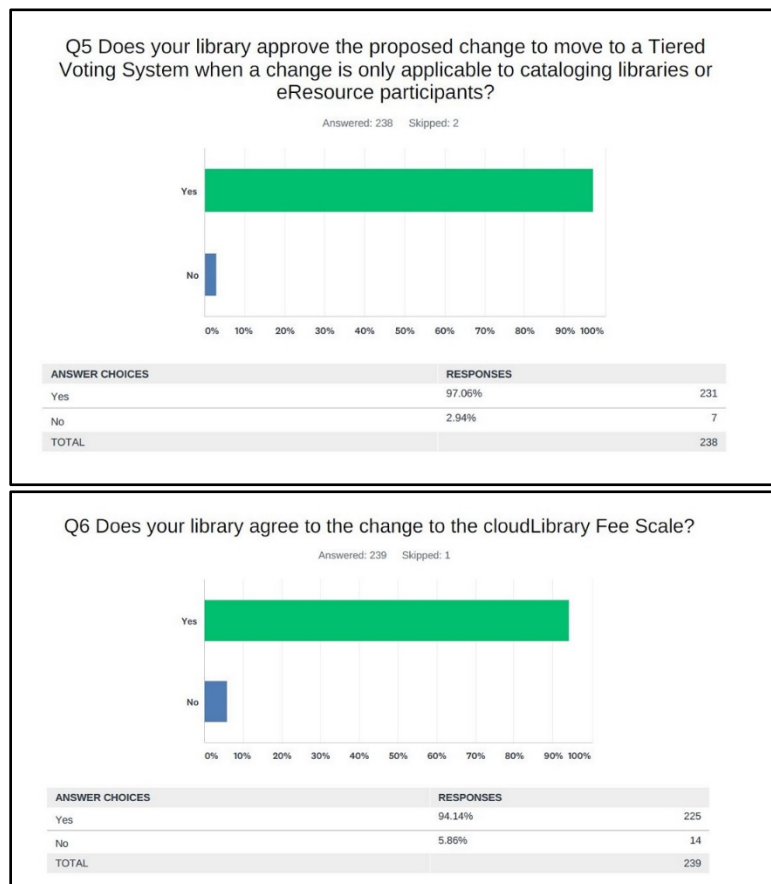
SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

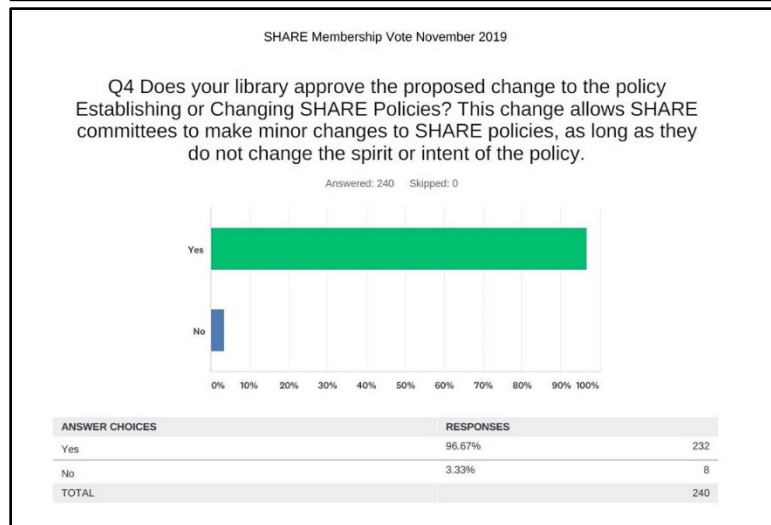
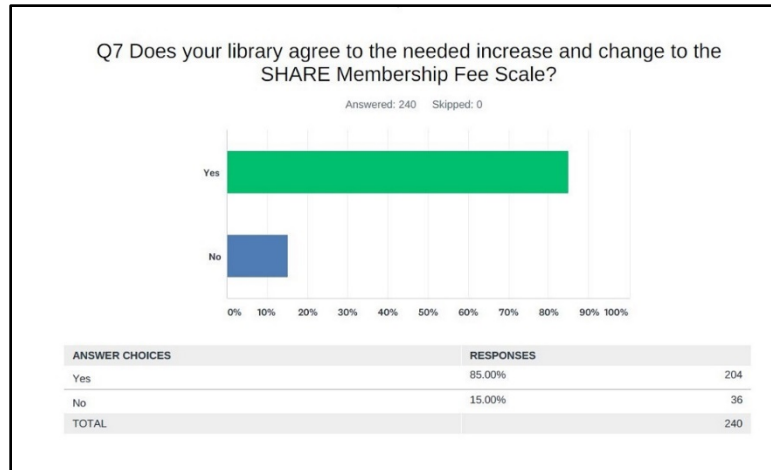
Innovative announced that they are being acquired by Ex Libris in 2020. They will continue to develop existing products, with Innovative as a business unit of Ex Libris.

The results of the SHARE member vote are in and all proposed changes were approved.





SHARE Report



LLSAP (SHARE) GOAL:

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

- SHARE Finance and Policy Committee met on November 14.
- SHARE Bibliographic and Cataloging Standards Committee met on November 22.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- West Union District Library has gone live!

E-RESOURCES GOAL:

Increase familiarity with and utilization of e-resources.

- Met with RBdigital to discuss unlimited e-audio option. Lesley Zavediuk has planned a user group meeting for January.



SHARE Report

- Met with Bibliotheca at Member Day and have planned follow-up conversations about content and purchasing.
- Extended the group discount opportunity with Swank Movie Licensing USA for IHLS Members.
- Partnered with RAILS to provide information about a Gale product called Career Online High School, where public libraries can provide access to a high school diploma.



Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Certainly, the highlight of this report has to be Member Day, 2019, which was held on Thursday, November 7th at the Keller Conference Center in Effingham. Attendance was significantly higher, Professional Development Hours were offered to school librarians, and reviews were outstanding. The success of this annual event has to be credited to the hard work of many committed staff members, as well as gifted presenters and generous sponsors.

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.

- Ellen Popit and Anna Yackle attended the regular board meeting of the Metropolis Public Library on November 19th.

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.

- Ellen Popit attended meetings of the Illinois Library Association's Public Policy Committee on November 4th and December 2nd.
- Ellen Popit attended the regular meeting of Medium Pubs on November 19th at the Mt. Zion Public Library.
- Directors Chats were held online on November 6th and December 4th.
- A Board Networking event was held at the Champaign Office on November 26th. Anna Yackle offered a brief presentation on TIF (tax increment financing) districts.
- A Members Matter Meeting was held on December 4th at the Illinois State Library. Topics of discussion were the census and the new minimum wage laws.
- Ellen Popit and Anna Yackle participated in a conference call regarding the structure of the newly formed Small and Rural Library Forum within the Illinois Library Association on December 10th.
- Ellen Popit attended the Metro East Public Library Managers Meeting at the Glen Carbon Library on December 12th.



Membership Report

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- Our 5th Annual Member Day was held on Thursday, November 4th at the Keller Conference Center in Effingham. This year 15 breakout sessions were offered, as well as a keynote address.
- Anna Yackle facilitated a Trustee Training event at the Chatham Public Library on Saturday, November 16th.
- A follow-up meeting to evaluate Member Day was held on December 5th at the Edwardsville Office and via Zoom.