



Illinois Heartland Library System

MEMO TO: IHLS Board of Directors
FROM: Leslie Bednar
DATE: February 25, 2019
RE: FY2019 Six-month Review

As of Friday, IHLS will be 2/3 through the fiscal year, and this is an appropriate time to consider our progress via the FY2019 Operational Plan. Some activities are complete, others are ongoing and some are projected to be completed by 30 June 2019. In addition, we will move a handful to FY2020, and those projects will be evaluated along with new proposals for the next fiscal year to be included in the System Area and Per Capita Grant (SAPG) application.

In your monthly board materials, we include a staff activity report based on the goals, objectives and activities as delineated in 23 ILAC 3030.215 ([Standards for Core Services to Members](#)). Each SAPG application is drafted with this statute in mind and is the polestar for our member-focused work. You can find the FY2019 Operational Plan (also referred to as the Plan of Service) [here](#).

For the sake of brevity, we present additions and successes at this point in the year. This report follows the Operational Plan and the above-referenced statute for simplicity.

Thank you.

Service Priority: Communications

Timely, accurate and reliable information is an ongoing activity of all IHLS staff. It is especially true of our cross-functional communications team.

- New stakeholder newsletter [Member Connection](#) debuted August 16, 2018, with analytic capabilities and features to drive readers to our website.
- Opened the vibrant SHARE Directors' listserv to all IHLS Directors to encourage knowledge sharing and discussion for all member directors.
- Increased the use of SHARE newsletter and listservs to communicate ILL (interlibrary loan) standards and gauge interest in potential resource sharing programs, while reaching out to SHARE member libraries to submit articles.

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

Service Priority: Advocacy

IHLS Board and key staff members have committed to developing new advocacy initiatives at the system level and promoting resources and events in support of similar member-led actions.

- Based on member feedback, crafted customizable infographic to demonstrate public library return on investment. Three member libraries received local news coverage citing the millions they saved for their communities. (Here's a local news story regarding Chatham Area Public Library: <https://newschannel20.com/news/local/chatham-library-cardholders-save-2-million-in-just-one-year>)

Service Priority: Human Resources

Small, strategic growth in our staff team has produced tangible dividends to date. We support our staff to reach their highest potential as members of the IHLS team.

- Revise and energize staff evaluation process.
- Increase applicant diversity with multiple job site postings.
- Document disciplinary review procedure.
- Craft new hire orientation program for brand new IHLS staff, with documentation binder and slide presentation to assist non-HR staff with process.

Service Priority: IT

IHLS staff utilize technology to power us through our days, and the knowledge and experience of our IT colleagues provides IHLS staff and members with leading edge tech. Like many of our IHLS team members, IT staff are valued partners in many projects.

- SHARE (Sharing Heartland's Available Resources Equally) server upgrades completed to highest available standards for the organization, providing members with an appreciable service difference from the seven-year old original hardware.
- Timeclocks installed at all three office locations to allow accounting and human resource staff to complete database setup of electronic timekeeping system.
- Unexpected power upgrade of colocation site for SHARE project. Thoughtful fiscal planning on the part of SHARE founders combined with IT staff expertise led to reduced downtime during the process.

Service Priority: Membership

The addition of one colleague to membership services has had a profound effect on the department and our membership. A third team member will be able to provide additional support to members and special interest groups.

- Increase in site visits, responses to member queries and contact with networking groups.

Service Priority: Networking

IHLS members and staff engage in a variety of in-person and online networking events. Our 28K+ square mile service area demands innovative communications methods to foster communication and synergy.

- Promoted 2018 Association for Rural and Small Libraries Conference in Springfield, which provided opportunities for our members to present sessions and learn from their colleagues around the country.
- Participated in launch of Roadside Training—a member-initiated series that brings quality continuing education opportunities to IHLS member libraries.
- Presented at Illinois Consortia staff in-service (a RAILS event). Topics included: Cataloging Maintenance Center (CMC) and Hyperconverged servers used for SHARE (aka SHARE server upgrades). Both presentations provide a glimpse of IHLS staff expertise and demonstrate the viability of reaching beyond our service boundaries.

Service Priority: Accounting Operations

Considerate, effective and appropriate utilization of public funds require accurately reported financial transactions, reports and audits.

- FY2018 Audited Financial Statements presented to IHLS Board and Illinois State Library in September 2018.
- Support quarterly grant reports with appropriate financial data.
- Provide forecasting, investment and other analytical services to staff managers.

Service Priority: Bibliographic Access

Bibliographic access is an essential element of resource sharing, as accurate description of library materials allows users to easily locate the items they need. IHLS has provided statewide support of cataloging support and bibliographic service training to libraries across Illinois for nearly eight years through the Cataloging Maintenance Center (CMC) Grant project. In fact, our cataloging staff (both in the CMC and in SHARE) develop well-researched and thought-provoking classes which provide continuing education credit for automation group members.

- Crafted and implemented marketing plan to increase knowledge of CMC services statewide including articles in IHLS and RAILS (Reaching Across Illinois Library System) newsletters, promoted new classes via lists, and presentation at statewide and regional automation group conferences and meetings.
- Class/webinar series Online with the CMC has been very popular—February live session had 118 registered participants.

Service Priority: Delivery Services

FY2019 is the second full year of a new delivery model known as functional five-day delivery. We continue to refine the process along with other aspects of our core service available to all 521 member libraries at no charge.

- Presented the IHLS delivery model at 2018 Illinois Library Association Conference.
- Continued refinement of iPads for delivery data gathering *en route*.
- IHLS Delivery now represented at the national level by Susan Palmer who is co-chair, ASGCLA (Association of Specialized Government and Cooperative Library Agencies) Physical Delivery Group.

Service Priority: Resource Sharing

SHARE staff and members (through leadership and committees) continue to grow the organization in terms of additional member agencies and e-resources to all IHLS member libraries.

- RBdigital offered to all IHLS members, which now includes magazines, eBooks, and eAudiobooks.
- Cloud Library now offering a pay-per-use (PPU) model that has increased offerings by 18,960 eAudio titles. The program has become incredibly popular, with over 1,000 PPU circulations in December. This helps us stretch our collection budget and offer a wider variety of materials.

Service Priority: Consulting and CE (Continuing Education)

As IHLS is able to add more additional staff and strengthen its financial resources, we increase the diversity of continuing education and consulting options we can provide.

- IHLS Member Day, our signature event, was very successful in 2018 and developed using a project management model.
- Initiated community partnership with Girls Who Code, which provides additional resources to IHLS members that start groups.