

APRIL Activities For The MAY Board Meeting

IHL Monthly Staff Report

Tying our Activities to the ISL Priorities

Priority: Resource Sharing**Goal I: Provide an innovative resource discovery, sharing and delivery system:****Objective A: Encourage resource sharing****Activities**

1. Monitor SHARE policy and protocol compliance and coordinate those policies with IHL policies regarding resource sharing.
 - SHARE staff and committees have been working on organizing all policies and procedures in one document, which will be called SHARE Operational Guidelines
 - IT staff have been working on a format to post the SHARE Operational Guidelines on the SHARE website, so that it will be searchable, and users will be able to find needed information easily.

2. Utilize training on the SHARE Polaris platform for all available modules across a variety of delivery methods. When appropriate, interlibrary loan, reciprocal borrowing and reciprocal access as well as copyright will be addressed.
 - SHARE staff conducted 17 training programs in April

SHARE Statistics

	Circulation	ILL	Recip Borrowing	PAC Searches	Holdings	Bibs	Patrons	# of Circ Lib
Jun-15	830,204	135,395	67,776	1,253,461	9,044,459	1,817,765	804,119	
July-15	784,275	139,522	65,457	1,459,531	9,048,654	1,834,549	806,374	
Aug-15	728,662	133,642	54,040	1,462,566	9,044,518	1,839,709	817,506	
Sept-15	880,528	149,817	52,764	1,583,243	9,059,551	1,840,295	820,009	
Oct-15	879,923	154,768	54,091	1,534,168	9,080,171	1,841,444	820,440	
Nov-15	794,162	138,719	50,122	1,275,520	9,090,614	1,831,683	822,005	
Dec-15	704,714	136,089	49,398	1,326,196	9,094,615	1,831,795	821,453	
2015 TOTALS	9,603,790	1,722,954	662,672	16,018,400				437
2015 AVG's	800,316	143,580	55,223	1,334,867				
Jan-16	822,641	147,350	51,799	948,011	9,099,690	1,829,956	822,216	438
Feb-16	820,510	154,059	52,691	1,050,676	9,112,552	1,829,409	822,583	441
Mar-16	864,113	168,369	55,894	1,124,788	9,127,083	1,832,944	822,602	441
Apr-16	812,698	154,364	53,286	1,069,256	9,147,942	1,838,827	820,893	441

Objective B: Provide a framework for members to participate in a state-of-the-art integrated library system.

Activities

1. Evaluate the impact of uniform cost sharing on all LLSAP members and consider a modified formula for FY2016.
 - While the FY16 and FY17 SHARE membership fees were approved by the membership in the spring, 2016, all member libraries have been notified (through mail and the semi-annual Membership meeting) that the FY17 fees could increase due to the current financial crisis in Illinois.
2. Continue the evaluation of current LLSAP policies and the development of uniform policies for SHARE with the SHARE Executive Committee. Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP Services.
 - All SHARE committees continue to conduct regularly scheduled meetings, with the intent of providing all available opportunities to member libraries.
3. Continue participation in the Statewide E-Books Grant opportunity.
 - The number of library agencies participating in the Cloud Library shared collection as of May 1 is, 183 (145 public, 30 school, 5 academic, 3 special).
 - In the month of March, the Cloud Library shared collection circulated 16,512 items (14,488 eBooks and 2,024 eAudiobooks). This is the first time Cloud Library circulation has reached over 16,000 in one month.
 - Seven staff trainings were provided for member libraries this month with a total number of thirty-five attendees. Five patron events were also held with a total number of twenty-one attendees.
 - Preparation continued to move the Southern Illinois Libraries on the Go content into the Cloud Library shared collection. The content transfer is scheduled for May 10, 2016 and will double the size of the current Cloud Library collection.
4. Apply for appropriate grants to provide enhancements to the SHARE catalog.
 - Applied for a Sparks! Ignition grant, with the intent of starting a second Cloud library for IHLS members that are not members of SHARE. The second Cloud will have a link to the present Cloud, so that patrons of both can borrow items from both.
5. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
 - SHARE staff continue to conduct on-site training for transitional members, in lab training for member library staff, forums, chats, and other types of training sessions on Adobe Connect, Skype, or v-tel on a regular basis.
6. Promote new membership in the SHARE LLSAP through the *Growing Resource Sharing in IHLS Through Growing SHARE* grant. IHLS will continually consider opportunities to more fully involve these members in resource sharing.
 - Have communicated with four libraries that are interested in joining SHARE, if there are enough Dream grant funds left to do so.

7. Assist with the migration of libraries who do not wish to continue to participate in the SHARE LLSAP.
 - Have conducted several conversations with the staff at East St. Louis Community College, with regard to how to manage their collection, since they anticipate shutting down library operations in May, due to the budget crisis.
8. Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries. Provide software and technical support for members of the LLSAP.
 - A committee of SHARE staff members have been working on "overhauling" the SHARE website, to make the information provided easier to find. The revised website should be up and running sometime this summer.

Objective C: Ensure the integrity of bibliographic records.

Activities

1. Maintain the requirement that all bibliographic records (with the exception of equipment, on order and E-book) must be OCLC derived records and have an OCLC control number to ensure database standards and mitigate duplicate records.
 - Staff corrected and enhanced 629 items that had non-OCLC bibs in the SHARE database during April.
2. Support a Cataloging Center operation for SHARE Full members for copy and original cataloging of MARC bibliographic records and the creation of local authority records to enhance recovery. Service options are Cataloging Library (Full member meets continuing education requirements for cataloging staff and performs own cataloging); Barcoding A Library (Full member sends all new materials to Center for copy and original cataloging and assessed fee based on percentage of library's materials budget); Barcoding B Library (full member sends new materials as needed for original cataloging and assessed fee of \$10 per item cataloged). Any item that meets the Cataloging Maintenance Center's (CMC) eligible collections criteria for free cataloging is passed on to the CMC.
 - Cataloged 609 items in April for SHARE member libraries.
 - Imported 106 that qualify as \$3 Bib bibliographic records.
 - Cataloged 780 retroconversion items in April for new libraries joining SHARE.
 - Cataloged 269 items in April through the CMC.
 - Created 191 on order bibs in April.
3. Provide appropriate training for cataloging.
 - 20 classes or sessions on cataloging, barcoding, serials, searching/matching were held during April, with 168 attendees for 360 contact hours.
 - Provided Cataloger's Training session via Adobe Connect.
 - Visited eight new library that are joining SHARE.
 - Answered member libraries' questions, phone calls and emails concerning cataloging.
4. Evaluate the current methods utilized for ensuring the quality of the database through cataloging.
 - Merged 633 bibliographic records in the SHARE database. Edited 695 bibliographic records, and corrected 153 item records.

5. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - Working with schools and libraries to review costs and find best option.
 - Working on Acquisitions and possibilities for more libraries to use the module.

Objective D: Operate Cataloging Maintenance Centers on behalf of libraries in Illinois.

Activities

1. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Staff corrected and enhanced 523 items that had non-OCLC bibs in the SHARE database. 106 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - Cataloged 269 items in April through the CMC.
2. Cooperate with Illinois State Library staff to identify statewide cataloging needs and develop strategies to meet them, prioritizing statewide initiatives that require cataloging expertise to ensure statewide access and resource sharing assistance with projects as agreed upon.
 - Continue work on documents from Meadville Lombard Library for the Digital Grant. Transcription of the other documents that were digitized continues.
 - Transcription of the papers from the Chicago Botanical Gardens continues, with several additional completed.

Goal II: Provide a sustainable delivery system that provides the best service possible for Illinois libraries and their users.

Objective A: Ensure that IHLS delivery of library materials is accurate, timely, and meets member library needs.

Activities

1. Working in concert with ISL, RAILS and CARLI, continue the implementation of recommendations from the Delivery Advisory Committee.
 - Working on L2 data to make sure it is accurate. Illinois State Library has created a map using that data. <https://www.cyberdriveillinois.com/departments/library/delivery/delivery-service-map.html>
 - Began marketing for libraries to enter into Community Delivery Partnerships (CDPs)
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - May 16 through 20 will be the next delivery count week
3. Sort materials daily to ensure all materials are distributed during the next scheduled delivery.
 - All hubs are meeting the daily sort for delivery the next scheduled day for the library
4. Develop methods to deliver training to member libraries on labeling, packaging, and other preparation of library materials with the goal of improving delivery time.
 - Working on a video to promote libraries and how delivery facilitates the resource sharing

April 2016	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	215,863	34,408	32,325
Du Quoin	102,563	25,167	23,100
Edwardsville	199,986	39,550	35,247

Priority: Illinois Machine Sub-lending Agency

Goal: Provide good customer service and well maintained machines to patrons of the Talking Books Program.

Objective: Support the statewide machine lending program located in Du Quoin.

Activities

1. Contract with the Illinois State Library to manage statewide services.
 - Required monthly reports were submitted to NLS.
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.

	C1s Sent	DS1s Sent	DA1s Sent	BARD Inquiries Responded To
July 2015	29	72	225	15
August 2015	43	55	236	17
September 2015	15	24	284	7
October 2015	34	4	317	11
November 2015	34	12	250	18
December 2015	13	6	217	14
January 2016	13	11	239	9
February 2016	12	9	282	13
March 2016	25	30	783	10
April	1	3	264	6

3. Participate in the planning, coordination and evaluation of Illinois Talking Book Service, and ensure appropriate provision of services by staying informed of current procedures and trends related to Talking Books, the National Library Services/Library of Congress and librarianship in general.
 - 04/12- IMSA staff meeting
 - 04/14- Members of Illinois State Library Talking Books visited IMSA to prepare for move
 - 04/26- IHLS Staff Meeting
 - 04/27- IMSA Manager participated in NLS monthly conference call
4. Ensure the efficient and successful provision of service in accordance with the Revised Standards and Guidelines.
 - Responded to all BARD requests in a timely and efficient manner.

Priority: Provide timely and pertinent information to member libraries

Goal: Effective and efficient communications with member libraries and partners.

Objective A: Provide various mechanisms to ensure good communications with member libraries and partners.

Activities

1. Conduct visits to 20% of our more than 550 agencies. This goal would give IHLS staff the opportunity to arrange approximately 110 on-site visits. A particular area of focus would be those library agencies who have recently seen a change in leadership. Another target audience would be those libraries facing any challenges that might impact their membership status and their ability to receive system services. Also in consideration would be conversations with library boards or other administrative bodies who might request specific information from IHLS. School staffing has shifted dramatically in the last several years and working to ensure that population is informed about system services and membership criteria would have a broad-based impact. When appropriate, system staff will also be available to meet with special interest groups for the purpose of discussing membership criteria and system services.
 - On April 26th a site visit was made to the Sidney Public Library to meet with the director and the Assistant Director.
 - On April 28th a site visit was made to the Shawneetown Public Library to meet with the new director.
 - On April 28th a site visit was made to the Harrisburg Public Library to attend the retirement reception for Ruth Miller.
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - New grant opportunities were added to the new Grants page on the IHLS website.
 - New discounts were added to the Vendor Discount page on the IHLS website.
3. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
 - In addition to the Board Update information was shared on upcoming Members Matter meetings and the new FOIA Help Desk.
 - Presentation at SIUE Lovejoy Library Symposium entitled Assessment in Motion: Development During Dynamic Financial Times.

In FY16

1. In concert with membership, system staff will strive to make communication with stakeholders as efficient and timely as possible.
 - Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter.
 - The IHLS newsletter, Moving Forward Together, was sent each week to over 2,100 subscribers.
 - Attended marketing workshop to gain insight on new ways to communicate with members.

Priority: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

Objective A: Ensure fiscal accountability

Activities:

1. Support the business operations of IHLS through monthly financial reports, payroll, accounts payable, and accounts receivable.
 - Disbursed 109 Accounts Payable Checks totaling \$235,198.55.
 - Prepared and processed two payrolls.
 - Prepared March 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Reports for IHLS Finance Committee and Board of Directors.
 - Generated and mailed 254 accounts receivable invoices
 - Received and posted 110 accounts receivable cash receipts checks.
 - Received and entered 143 accounts payable invoices.
 - Prepared and submitted three quarterly grant reports to ISL – CMC, Dream Grant and IMSA.
 - Compiled and filed quarterly payroll tax reports.

Objective B: Employ qualified, professional, accountable staff.

Activities

1. Recruit and employ qualified personnel of diverse backgrounds to carry out the mission and goals of IHLS. Increase the applicant pool by participating in local community events, college job fairs and advertising current openings with culturally diverse media and professional organizations.
 - Conducted new hire orientation for Sorter position in Du Quoin.
2. Develop and implement a wellness program.
 - 5 employees made it to the final in the Weight Loss Challenge. Overall, they lost a total of 67.3 pounds.